Table of Contents

Index to Airports

CHS = Charleston International Airport

DFW = Dallas-Fort Worth International Airport

MEM = Memphis International Airport

MWAA= Metropolitan Washington Airports Authority

LAS = Las Vegas McCarran Airport

PIT = Pittsburgh International Airport

PHX = Phoenix International Airport

Appendix
Chapter VI Contract Services

Contents

6.3.1 Scope of Services **2**
Excerpt from MEM Janitorial Contract 2
Excerpt from LAS Janitorial Contract 23
Excerpt from PIT Maintenance Contract 28
Excerpt from MWAA Landscaping Contract 30

6.3.2 Performance Standards **41**
Excerpt from MEM Janitorial Contract 41
Excerpt from CHS Janitorial Contract 48

6.3.3 Qualifications of Lead Contractor Personnel **49**
Excerpt from MEM Janitorial Contract 49
Excerpt from MWAA Landscaping Contract 50

6.3.4 Terms of Payment **50**
Excerpt from DFW Agreement 50
Excerpt from PHX Agreement 51

6.3.5 Insurance **51**
Excerpt from DFW Agreement 51

6.3.6 Indemnification **58**
Excerpt from MEM Agreement 58
Excerpt from DFW Agreement 58

6.3.7 Handling and Disposal of Hazardous Material **60**
Excerpt from CHS Janitorial Contract 60
Excerpt from DFW Contract 60

6.3.8 Training **65**
Excerpt from MEM Security Guard Contract 65

6.3.1 Scope of Services

Excerpt from MEM Janitorial contract:

1 Scope of Services / Specifications

1.1 General Requirements

The selected Respondent must be prepared to maintain the Airport facilities in a manner consistent with those high standards of a "World Class" airport. The selected Respondent will maintain the Airport Terminal Buildings and other facilities on the Airport Complex. Attention to detail is required. Because of the twenty-four (24) hour nature of the airport, general cleaning as well as the cleanup of spills or debris must be done immediately and in a manner that ensures the safety of travelers, employees and all other guests.

1.1.1 Authority Furnished Materials

All bathroom tissue, liquid hand soap, paper towels, and commode seat covers required for direct public and Authority staff use, shall be furnished by the Authority at no cost to the Respondent as needed. These items will be transported by the Authority to the Terminal Building and placed in a storage location by the Respondent in the Terminal Building and inserted in the dispensers as needed. The Respondent will furnish to the Authority a written weekly report of the supplied material used and an inventory of the materials remaining in storage.

1.1.2 Authority Furnished Equipment

The following table is a list of Authority owned recently purchased equipment that will be sold to the Contractor for $_____. The sale price is based on a straight-line depreciation as of _____, set by the expected life for each piece of equipment. The Authority will meet with the successful Respondent prior to contract execution for inventory verification of equipment. The Authority will compose a listing of all equipment with corresponding model and serial numbers, and selling price. Specific transaction details will be discussed with the successful Respondent. Payment for the equipment will be shown as a deduction from the first month invoice. The Respondent will be responsible for the cleanliness, maintenance and replacement of equipment as needed.

Brand	*Item Description*	*Quantity*
Tennant	*T7 32" FAST Rider Scrubber*	*3*
Tennant	*T7 26" FAST Rider Scrubber*	*2*
Tennant	*T5 24" Walk Behind Scrubber*	*1*

6.3.1 Scope of Services

MEM

1.1.3 Trash Collection

The Respondent shall gather all trash from trash containers furnished by the Authority within the contract areas. The Respondent shall provide carts for collecting the trash and transporting of it to a dumpster provided by the Authority. The carts shall have quiet non-marring wheels and shall be kept clean and in good repair. All trash is placed without special handling in trash compactors and dumpsters.

The following table indicates the approximate number and location of trash containers.

Location	Public RR Trash Cans	Public Area Trash Cans
A Terminal	15	4
B Terminal	26	10
…		
Building Maintenance	2	19
Steam and Refrigeration	1	2
…		

1.1.4 Personnel, Equipment, and Supplies

The Respondent shall provide personnel, equipment, and supplies daily to accomplish all required services on schedule according to the Respondent's plan and as approved by the Authority.

All personnel shall be skilled in the various tasks assigned to them. The Respondent shall submit plans for properly training all personnel and supervision of workers assigned to perform services under this proposal. If awarded the contract, the Vendor will provide written certification to the Director of Maintenance at the addresses listed above stating that proper training has been accomplished in accordance with the approved plan five (5) days prior to commencing work.

1.1.5 Propane Powered Equipment

Propane powered equipment must be kept in good repair to avoid alarming the smoke detectors located in the building.

1.1.6 Employee Compensation

During the term of the Contract and any extension periods, the Contractor agrees to compensate janitorial staff employed under this Contract at the minimum amounts shown below:

New hire	*$X.00 per hour*
After six (6) months	*$X.X0 per hour*

6.3.1
Scope of Services

MEM

1.1.7 Uniforms
The Respondent shall provide full, distinctive uniforms for all of its employees. The Authority must approve the type and color of the uniform in writing prior to use. Respondent should request approval in writing of uniforms to be used at the time of proposal submission and thereafter as necessary.

1.1.8 Uniforms Distinct from Other Airport Contracts
Should the Respondent be in a position to enter into janitorial or cleaning contracts with tenants of the Authority, all personnel used in such contracts shall be uniformed distinctively different from that of personnel performing services under this contract. The Respondent will ensure uniforms are maintained to provide an acceptable public appearance.

1.1.9 Security Regulations and Conduct
The Respondent shall ensure that all personnel will have in their possession at all times, proper Airport identification and shall comply with all Airport Security Regulations. The Respondent shall be responsible for all expenses related to security identification. Employees shall perform their duties in a courteous and efficient manner. The Respondent shall be responsible for proper personal conduct of all contract personnel while on the premises. No use of improper language or any actions of a loud and boisterous manner will be tolerated. Likewise, no discriminatory or harassing conduct will be tolerated.

1.1.10 Security and Access
If the Authority determines that any employees of the Respondent should not work on Authority property or on this contract, Respondent will comply with Authority's request. The Company shall comply with all airport security requirements concerning access to restricted areas of the buildings or airfield. Access to certain areas of the buildings and airfield may be restricted to off-peak working or operational hours or other reasons, and the Company will conduct their work accordingly.

A mandatory fingerprinting fee, currently twenty-seven dollars ($27.00), will be charged to the Contractor for each photo identification badge applicant. The Airport Identification Office will issue the initial Authority photo identification badge for a fixed charge, currently five dollars ($5.00), to the Contractor.

Employee parking will be available in designated employee parking lots. A fee of thirty-five dollars ($35.00) per person, per month is required from the Contractor. This rate is subject to change annually, beginning January 1 of each year.

1.1.11 Security Checkpoint Procedures
Cleaning equipment can be moved back and forth through Security Checkpoints with some coordination. However, storage areas are provided

on either side of the checkpoint to station equipment on both sides to minimize the need to move equipment back and forth.

6.3.1 Scope of Services

1.1.12 Staffing

The Respondent shall provide staffing twenty-four (24) hours a day, seven (7) days each week (including holidays). The employees shall be trained and experienced employees acceptable to the Authority.

MEM

1.1.13 Outside Contractual Services

The Respondent's employees under this contract, including management personnel, shall not be involved in, or employed by any other contractual service with tenants to perform related or unrelated tasks either within or outside the Airport Complex.

1.1.14 Project Manager

The Project Manager shall be a fulltime employee, assigned exclusively to manage this contract on-site. The Authority shall approve the assignment of the Project Manager and shall have the ability to require the replacement of the Project Manager.

1.1.15 Management on Duty

A lead management employee shall be on duty at all times on Airport property. This individual will be the point of contact for the Authority to address current operational concerns and shall be responsible for all details of the shift operation. At least two (2) hand-held Authority frequency radios, supplied by the Authority, may be used as an aid to communication for quick resolution of janitorial needs. The Respondent will be responsible for any loss or negligent damage to any Authority provided equipment at replacement cost. The lead management employee on duty must be able to be contacted through an Authority furnished handheld radio and a contractor provided communication device (digital pager or cell phone).

1.1.16 Management personnel

Management personnel, including project manager, manager on duty, and relief persons for management personnel shall have at least three (3) years experience in supervision. Supervision experience with a comparable cleaning operation is preferred.

1.1.17 Employee Timekeeping

The Respondent shall maintain an accurate record, in an acceptable form to the Authority, for all hours performed under this contract. A monthly-certified payroll report is to be submitted to the Authority along with the monthly invoice.

Employees who are scheduled to work but are absent because of vacation, sick leave, injury, and other reasons, shall not be considered as on the job and their names shall not be included on the payroll report.

6.3.1 Scope of Services

MEM

1.1.18 Replacement Workers
The Respondent shall submit a plan for replacing absentee workers. Replacement workers are to comply with all the terms of this contract.

1.1.19 Inspections by Authority
The Authority will, from time to time, perform random inspections for the sole purpose of assessing Respondent's performance and awarding compensation based on terms detailed in this section. Required services to be performed under this contract shall be subject to random inspections by representatives of the Authority while in process or after completion. If any such service(s) are found to be unsatisfactory and not in accordance with the requirements of this contract, the Authority shall notify the Respondent and the Respondent shall take immediate steps for corrective actions. Continued problems with services will constitute cause for cancellation of the contract. [Memphis-Shelby County Airport Authority Janitorial contract]

1.2 Specific Servicing Requirements – Office and Other Areas

The following office areas are normally functional only five (5) days per week. Cleaning schedules should be based on cleaning these areas during the normal work week period between 8:00 a.m. and 4:30 p.m. five (5) days a week. MSCAA Management Office, Administrative Facility, Conference Rooms, Project Center, Health Station, Building Maintenance Offices, Steam and Refrigeration Offices, Airport Identification Office Development Offices, Ground Transportation Manager's Offices, Airfield Maintenance Offices, and other like spaces. The following areas are functional seven (7) days a week. Cleaning schedules should be based on cleaning these areas seven (7) days a week. TSA curb-side check-in, FIS Offices, Police Offices and Lunch Room, Communication Office, Parking Lot Offices, Management Break Room, Taxi Hold Station, the mezzanine level of the ticket lobbies, and other like spaces.

1.2.1 Restrooms
The following schedule must be adhered to:

1.2.1.1 Baseboards
Monthly
- Detail clean lower one foot of wall.

1.2.1.2 Ceilings
Monthly
- Dust ceilings to remove all dust and cobwebs from ceilings to include supply and return registers.

6.3.1
Scope of Services

MEM

1.2.1.3 ***Commodes***

Twice Daily

- Wash commode bowls with a brush that is specifically designed for cleaning commode bowls.
- Dip brush in a cleaning solution and clean the entire center area of the bowl, including under the flush rim.
- Follow chemical company's recommended cleaning instructions for procedures to be used for cleaning commode bowls.
- Clean all surfaces to include seat, exterior and exposed plumbing.

Monthly

- Detail clean all commode surfaces.
- Deep clean to prevent stains and lime buildup in flush holes and under flush rim.

1.2.1.4 ***Counters and Sinks***

Twice Daily

- Spray entire surface of all counters, cabinets, and sinks with a non-abrasive cleaning solution.
- Use an abrasive powder or pad only when necessary to remove stains.
- Rinse with clean water and damp wipe to remove the excess water.
- Shine with dry cloth.

Monthly

- Detail clean counters, cabinets, and sinks.

1.2.1.5 ***Dispensers***

Twice Daily

Seat covers dispensers

- If dispenser is less than one-fourth full, fill unit with a fresh supply of seat covers.
- Remove one seat cover to check for proper operation.

Toilet paper dispensers

- Check each dispenser to see if it needs a roll of paper.
- In double-roll units, let the partial roll be completely used before replacing the roll.
- Make sure the paper dispenses from the top of the roll freely.

Paper towel dispenser

- Check to see if unit needs towels.
- Refill paper towels
- Be sure that towels are installed properly.
- Remove one or two towels to make sure that they feed properly.

Soap dispensers

- If dispenser is less than one-fourth full, fill unit with liquid soap.
- Dispense soap into the hand to see that it is functioning properly.

1.2.1.6 ***Floors***

Immediately

-Spills or water on the floor will be removed immediately.

Twice Daily

6.3.1 Scope of Services

MEM

Light cleaning

- Mop floors to remove spots and spills with a sanitizing solution suitable for use in high traffic public restrooms.
- Follow chemical company's recommended cleaning instructions for procedures to be used for routine cleaning of the floors.
- Prepare the chemical solution and water per manufacturer's instruction and clean the floor in one restroom. Discard water and chemicals and clean the mop bucket, wringer, and mop before proceeding to the next restroom.

Monthly

Detailed Cleaning

- Detail clean floors.

1.2.1.7 Janitor Closets

Daily

- Remove all obvious litter and debris.
- Clean sink
- Clean floor
- Clean and repair mixing station equipment
- Spot clean walls

1.2.1.8 Mirrors

Daily

- Spray mirrors with cleaner and wipe dry.
- Polish with second cloth to remove smears and streaks.

Monthly

- Detail clean mirrors.

1.2.1.9 Partitions

Immediately

- Remove graffiti.

Daily

- Wipe clean all partitions including hinges, tops, and wall surfaces to prevent damage from urine splatters.
- Inspection of partitions

Monthly

- Detail clean partitions.

1.2.1.10 Sanitary product receptacle

Daily

- Empty and detail clean feminine hygiene product receptacle.

Weekly

- Detail clean.

6.3.1 Scope of Services

MEM

1.2.1.11 Showers

Weekly

- Clean all surfaces.

Monthly

- Detail clean all surfaces.

1.2.1.12 Urinals

Twice Daily

- Wash urinals with a brush that is specifically designed for cleaning urinals.
- Dip brush in cleaning solution and clean the entire center area of the urinal, including under the rim.
- Follow chemical company's recommended cleaning instruction for procedures to be used for cleaning urinals.
- Clean all surfaces to include exterior and exposed plumbing.

Monthly

- Detail clean all urinal surfaces.
- Deep clean to prevent stains and lime buildup in flush holes and under flush rim.

1.2.1.13 Walls

Twice Daily

- Walls shall be inspected for graffiti and cleaned as needed.

Monthly

- Detail clean walls.

1.2.1.14 Waste Cans

The Respondent shall provide carts for the collecting and transporting of trash to a dumpster provided by the Authority. The carts shall be kept clean and in good repair. The carts shall have quiet non-marring wheels.

Twice Daily

- Empty trash from waste cans.
- Replace trash bags and wipe exterior of waste cans to remove stains, visible soil, and spills as needed.

Monthly

- The waste cans shall be detail cleaned to include, wash the interior and exterior of the waste cans and liners to remove soil, spills, and odor.

1.2.2 OFFICE AREAS

The following schedule must be adhered to:

1.2.2.1 Baseboards

Monthly

- Detail clean lower one foot of wall.

6.3.1 Scope of Services

MEM

1.2.2.2 Ceilings

Monthly

- Dust ceilings to remove all dust and cobwebs from ceilings to include light fixtures and supply and return registers.

1.2.2.3 Drinking fountains

As necessary, daily at a minimum

- Scrub all surfaces, brush jet guards, and clean drain guards with a non-abrasive cleaner to remove all stains.

Monthly

- Detail clean water fountains.

1.2.2.4 Dusting

Weekly

- Dust clocks, pictures, cabinet tops, partitions, fire extinguishers, air vents, baseboards, chairs, desks, tables, and any items that may accumulate dust.

1.2.2.5 Entrance and exit areas

Weekly

- Clean the doors, doorframes, thresholds, floors, mats, and tracks.

1.2.2.6 Fire Stairs

Daily

- Dust mop and wet mop stairs, dust railing and ledges, and pick up obvious litter.

Monthly

- Detail clean fire stairs

1.2.2.7 Floors: Carpet

Immediately

- Spot clean all stains and spills, especially coffee and drink spills. Extraction, dry encapsulation or an approved carpet cleaning method shall be used. Bonnet cleaning shall not be used.

Daily

- Remove all obvious litter and debris.

- Vacuum carpet.

Quarterly

- Deep clean all carpet areas. Extraction, dry encapsulation or an approved carpet cleaning method shall be used. Bonnet cleaning shall not be used.

6.3.1
Scope of Services

MEM

1.2.2.8 Floors: hard surfaces

Terrazzo floors are to be maintained as recommended by the National Terrazzo and Mosaic Association with the approval of the Authority.

As necessary, daily at a minimum

- Mop all stains and spills as they happen.

Daily

- Remove all obvious litter and debris.
- Remove gum or sticky items with a putty knife or scraper.

Weekly

- Dust mop, scrub, and buff.

As necessary

- Re-wax floors to maintain luster.

Quarterly

- Strip and re-wax all hard surface flooring.

1.2.2.9 Office Furniture

Daily

- Spray non-cloth covered furniture with non-abrasive cleaner and wipe with clean towel.
- Note: The Authority contracts separately to have cloth office furniture cleaned as needed.

1.2.2.10 Walls

Immediately

- Remove graffiti.

Daily

- Inspect walls for stains and graffiti and immediately remove.

Quarterly

- Detail clean walls.

1.2.2.11 Waste Cans

The Respondent shall provide carts for the collecting and transporting of trash to a dumpster provided by the Authority. The carts shall be kept clean and in good repair. The carts shall have quiet non-marring wheels.

Daily

- Empty trash from waste cans.
- Replace trash bags and wipe exterior of waste cans to remove stains, visible soil, and spills as needed.

Monthly

- The waste cans shall be detail cleaned to include, wash the interior and exterior of the waste cans and liners to remove soil, spills, and odor.

1.2.12 Windows

As necessary, daily at a minimum
- Spot clean interior plate glass to remove handprints, smudges, and streaks.
Quarterly
- Clean interior and exterior of plate glass. Steel wool shall be used when necessary to remove stubborn and/or built up stains.

6.3.1 Scope of Services

MEM

1.3 SPECIFIC SERVICING REQUIREMENTS – Terminals A, B, and C, excluding the mezzanine level of the ticket lobbies

1.3.1 Public Restrooms
The following schedule must be adhered to:

1.3.1.1 Baby Changing Stations
Five times daily
-Spray with suitable cleaner and wipe with clean towel.
- Refill unit if necessary.
- Remove one or two towels to make sure that the paper feeds properly.

1.3.1.2 Baseboards
Weekly
- Detail clean lower one foot of wall.

1.3.1.3 Ceilings
Weekly
- Dust ceilings to remove all dust and cobwebs from ceilings to include supply and return registers.

1.3.1.4 Commodes
As necessary, five times daily at a minimum
- Wash commode bowls with a brush that is specifically designed for cleaning commode bowls.
- Dip brush in a cleaning solution and clean the entire center area of the bowl, including under the flush rim.
- Follow chemical company's recommended cleaning instructions for procedures to be used for cleaning commode bowls.
- Clean all surfaces to include seat, exterior and exposed plumbing.
Weekly
- Detail clean all commode surfaces.
- Deep clean to prevent stains and lime buildup in flush holes and under flush rim.

1.3.1.5 Sinks, Counters and Cabinets
Nine times daily
- Check sinks, counters and cabinets for cleanliness and wipe with a damp cloth.
Five times daily
- Spray entire surface of all sinks, counters and cabinets with a non-abrasive cleaning solution.
- Use an abrasive powder only when necessary to remove stains.
- Rinse with clean water and damp wipe to remove the excess water.
- Shine with dry cloth.

Weekly

- Detail clean.

1.3.1.6 Dispensers

Five times daily

Seat covers dispensers

- If dispenser is less than one-fourth full, fill unit with a fresh supply of seat covers. Remove one seat cover to check for proper operation.

Toilet paper dispensers

- Check each dispenser to see if it needs a roll of paper.
- In double-roll units, let the partial roll be completely used before replacing the roll.
- Make sure the paper dispenses from the top of the roll freely.

Paper towel dispensers

- Check to see if unit needs towels.
- Refill paper towels
- Be sure that towels are installed properly.
- Remove one or two towels to make sure that they feed properly.

Soap dispensers

- If dispenser is less than one-fourth full, fill unit with liquid soap.
- Dispense soap into the hand to see that it is functioning properly.

Weekly

- Detail clean.

1.3.1.7 Floors

Immediately

- Spills or water on the floor will be removed.

Five times daily

Light Cleaning

- Mop floors to remove spots and spills with a disinfectant or sanitizing solution suitable for use in high traffic public restrooms.
- Follow chemical company's recommended cleaning instructions for procedures to be used for routine cleaning of the floors.
- Prepare the chemical solution and water per manufacturer's instruction and clean the floor in one restroom.
- Discard water and chemicals and clean the mop bucket, wringer, and mop before proceeding to the next restroom.

Weekly

Detailed Cleaning

- Detail clean floors.

1.3.1.8 Janitor Closets

Daily

- Remove all obvious litter and debris.
- Clean sink
- Clean floor
- Clean and repair mixing station equipment
- Spot clean walls

1.3.1.9 Janitorial Equipment

6.3.1
Scope of Services

MEM

Daily
- Clean all janitorial equipment.

1.3.1.10 ***Mirrors***
As necessary, five times daily at a minimum
- Spray mirrors with cleaner and wipe dry.
- Polish with second cloth to remove smears and streaks.

1.3.1.11 ***Partitions***
Immediately
- Remove graffiti.
Five times daily
- Wipe clean all partitions including hinges, tops, and wall surfaces to prevent damage from urine splatters.
- Partitions shall be inspected.
Weekly
- Detail clean.

1.3.1.12 ***Sanitary product receptacle***
Five times daily
- Empty and clean feminine hygiene product receptacle.
Weekly
- Detail clean.

1.3.1.13 ***Urinals***
As necessary, five times daily at a minimum
- Wash urinals with a brush that is specifically designed for cleaning urinals.
- Dip brush in cleaning solution and clean the entire center area of the urinal, including under the rim.
- Follow chemical company's recommended cleaning instruction for procedures to be used for cleaning urinals.
- Clean all surfaces to include exterior and exposed plumbing.
Weekly
- Detail clean all urinal surfaces.
- Deep clean to prevent stains and lime buildup in flush holes and under flush rim.

1.3.1.14 ***Walls***
Immediately
- Remove graffiti.
Five times daily
- Inspection of walls for removal of graffiti and stains.
Monthly
- Detail clean walls.

1.3.1.15 ***Trash cans***
The Respondent shall provide carts for the collecting and transporting of trash to a dumpster provided by the Authority. The carts shall be kept clean and in good repair. The carts shall have quiet non-marring wheels.
Nine times daily

6.3.1 Scope of Services

MEM

- Empty trash from receptacles and replace trash bag at least (the timing shall be four times during the day shift, four times during the evening shift and once on the midnight shift).

As necessary, once per shift at a minimum

- Wipe exterior of waste cans as needed to remove stains, visible soil, and spills but not less than once each shift.

Weekly

- The waste cans shall be detail cleaned to include, wash the interior and exterior of the waste cans and liners to remove soil, spills, and odor.

1.3.2 Public Areas

The following schedule must be adhered to. See FIS grade sheet for frequency of tasks.

1.3.2.1 Ceilings

Monthly

- Dust ceilings less than 10' in height to remove all dust and cobwebs from ceilings to include supply and return registers.

1.3.2.2 Doors and Vestibule

Daily

- Sweep and damp mop vestibules.

Weekly

- Detail clean doorframes, door tracks, mats, and vestibule.

1.3.2.3 Dusting

Twice weekly

- Dust clocks, pictures, graphic display panels, cabinet tops, partitions, fire extinguishers, air vents, baseboards, chairs, desks, displays, roof areas, horizontal surfaces, ticket counter suspended lights, tables, supply and return registers, and any items that may catch dust to a height of twenty (20) feet.

1.3.2.4 Drinking fountains

As necessary, five times daily at a minimum

- Scrub all surfaces, brush jet guards, clean drain guards, use cleaner to remove all stains.

Weekly

- Detail clean.

1.3.2.5 Elevators

The floor shall be cleaned as is consistent with the floor type as described in this section.

Five times daily

- Wipe entire unit to include walls and signal buttons to remove finger marks, smudges, and general dirt

- Check lights and report to the Authority if any bulbs are burned out.

Weekly

- Detail clean elevators.

6.3.1 Scope of Services

MEM

1.3.2.6 Escalator

Five times daily

- Remove litter and debris from entire unit to include tracks and steps of the escalator, spot clean handrails, glass, and stainless steel.

Weekly

- Detail clean escalators.

1.3.2.7 Floors: carpet

Five times daily at a minimum and as necessary

- Remove all stains and spills, especially coffee and drink spills. Extraction, dry encapsulation or an approved carpet cleaning method shall be used. Bonnet cleaning shall not be used.

Five times daily

- Remove all obvious litter and debris.

Once per shift

- Vacuum carpet.

Monthly at a minimum and as necessary

- Deep clean all carpet areas. Extraction, dry encapsulation or an approved carpet cleaning method shall be used. Bonnet cleaning shall not be used.

1.3.2.8 Floors: hard surfaces

Terrazzo floors are to be maintained as recommended by the National Terrazzo and Mosaic Association with the approval of the Authority.

As necessary, five times daily at a minimum

- Mop all stains and spills, especially coffee and drink spills immediately, check area at least.

Five times daily

- Remove all obvious litter and debris.

Daily

- Dust mop, scrub, and buff, and apply additional wax as needed.

- Remove gum or sticky items with a putty knife or scraper.

Quarterly

- Strip, re-wax, and polish (buff) all terrazzo floors.

1.3.2.9 Fire Stairs

Daily

- Pick up obvious litter, remove cobwebs, sweep and mop stairs, dust railing and ledges.

Monthly

- Detail clean fire stairs

6.3.1 Scope of Services

MEM

1.3.2.10 Furniture

As necessary, five times daily at a minimum

- Remove all obvious litter and debris, stains and spills, especially coffee and drink spills.

- Spray non-cloth covered furniture with non-abrasive cleaner and wipe with clean towel.

Weekly

- Detail clean furniture.

1.3.2.11 Glass

Daily at a minimum

- Spot clean interior glass and both sides of glass doors to remove handprints, smudges, and streaks as soon as they are spotted.

Every two months

- Detail clean all glass, interior glass in responsible areas and exterior in all areas. A mild abrasive, when specifically approved, shall be used when necessary to remove stubborn and/or built up stains.

1.3.2.12 Luggage claim devices

Once per shift at a minimum

- Monitor luggage claim devices to spot clean and remove loose debris.

Weekly

- Detail clean luggage claim devices.

1.3.2.13 Moving walkways

Five times daily

- Remove all obvious litter and debris from entire unit to include and clean handrails, glass and stainless steel.

Daily

- On rubber moving walks, mop surface.

Weekly

- Detail clean moving walkways.

1.3.2.14 Telephone booths

Five times daily

- Remove all obvious litter and debris from telephone booths.

Weekly

- Detail clean telephone booths.

1.3.2.15 Walls

Immediately

- Remove graffiti.

6.3.1
Scope of Services

MEM

One per shift
- Walls shall be inspected.
- Spray walls with non-abrasive cleaner and wipe with clean towel.
- Use an abrasive powder only when necessary to remove stains.
Quarterly
- Detail clean walls to include baseboards, lower foot of wall.

1.3.2.16 Waste cans

The Respondent shall provide carts for the collecting and transporting of trash to a dumpster provided by the Authority. The carts shall be kept clean and in good repair. The carts shall have quiet non-marring wheels.

Five times daily
- Empty trash from waste cans and replace trash bag.
As necessary, once per shift at a minimum
- Wipe exterior of waste cans to remove stains, visible soil, and spills, as needed.
Weekly
- Detail clean the waste cans and liners to remove soil, spills, and odor.

1.4 Specific Servicing Requirements – Terminal Exterior/Outlying Areas Shelters/Booths

1.4.1 Front Sidewalks

The following schedule must be adhered to:

1.4.1.1 Ash Urns

Three times daily
- Remove cigarette butts and debris from ash urns.
- Wash the exterior of the ash urns to remove soil, spills, and odor.
Weekly
- Ash urns will be detail cleaned.

1.4.1.2 Bus/Taxi Shelters

Once per shift
- Remove all litter and debris, spot clean all shelter surfaces.
- Sweep floors.
Weekly
- Detail clean all shelter surfaces.

1.4.1.3 Ground Transportation Guard Booths

Once per shift
- Remove all litter and debris; spot clean all guard booth surfaces.
Daily
- Sweep and mop floors.

- Empty trash from waste cans and replace trash bag.

Weekly

- Detail clean all guard booth surfaces.

6.3.1
Scope of Services

MEM

1.4.1.4 Sidewalks

As necessary, five times daily at a minimum

- Remove all gum, litter, debris, and stains, especially coffee and drink spills.

Monthly

- Pressure wash sidewalks, removing all dirt and stains – water faucets are available on the front face of the terminal building.

1.4.1.5 Walls and Columns – Exterior

Monthly

- Pressure wash exterior front walls and columns, removing all dirt and stains.

1.4.1.6 Waste Cans

The Respondent shall provide carts for the collecting and transporting of trash to a dumpster provided by the Authority. The carts shall be kept clean and in good repair. The carts shall have quiet non-marring wheels.

Five times daily

- Empty trash from waste cans.
- Replace trash bags.
- Wipe exterior of waste cans to remove stains, visible soil, and spills.

Weekly

- Detail clean the waste cans and liners to remove soil, spills, and odor.

1.4.2 Taxi Holding Area

The following schedule must be adhered to:

1.4.2.1 Drinking fountains

As necessary, twice daily at a minimum (morning and evening shift)

- Scrub all surfaces, brush jet guards, and clean drain guards, with non-abrasive cleaner to remove all stains.

Weekly

- Detail clean drinking fountains.

1.4.2.2 Restrooms

Twice daily (morning and evening shift)

- Please refer to Section 6.3.1 "Public Restrooms" for each cleaning procedure.

Weekly

- Detail clean all restroom surfaces.

1.4.2.3 Ceilings

Monthly

- Dust ceilings to remove all dust and cobwebs from ceilings to include supply and return registers.

1.4.2.4 ***Dusting***

Weekly

6.3.1 Scope of Services

- Dust clocks, pictures, cabinet tops, partitions, fire extinguishers, air vents, baseboards, chairs, desks, tables, and any items that may accumulate dust.

MEM

1.4.2.5 ***Entrance and exit areas***

Weekly

- Detail clean the doorframes, thresholds, floors, mats, and tracks.

1.4.2.6 ***Floors***

As necessary, twice daily at a minimum (morning and evening shift)

- Remove all litter and debris and remove all stains and spills, especially coffee and drink spills.

- Sweep and mop floors.

Weekly

- Scrub and buff floors, re-wax as needed to maintain luster.

Quarterly

- Strip, re-wax, and polish (buff) all hard surface floors.

1.4.2.7 ***Walls***

Immediately

- Remove graffiti.

Daily

- Walls shall be inspected.

- Spray walls with non-abrasive cleaner and wipe with clean towel.

- Use an abrasive powder only when necessary to remove stains.

Quarterly

- Detail clean walls.

1.4.2.8 ***Waste Cans***

The Respondent shall provide carts for the collecting and transporting of trash to a dumpster provided by the Authority. The carts shall be kept clean and in good repair. The carts shall have quiet non-marring wheels.

As necessary, twice daily at a minimum (morning and evening shift)

- Empty trash and replace trash bags and wipe exterior of waste cans to remove stains, visible soil, and spills.

Weekly

- Detail clean the trash cans to include washing the interior and exterior of the waste cans and liners to remove soil, spills, and odor.

1.4.2.9 Window cleaning

As necessary, twice daily at a minimum (morning and evening shift)

- Spot clean interior glass to remove handprints, smudges, and streaks.

Every two months

- Clean interior and exterior of plate glass. Steel wool shall be used when necessary to remove stubborn and/or built up stains.

1.4.3 Democrat Employee Lot and C Lot Restrooms

The following schedule must be adhered to:

1.4.3.1 Restroom

Daily

- Please refer to Section 6.3.1 "Public Restrooms" for each cleaning procedure.

Monthly

- Detail cleaning all surfaces.

1.4.3.2 Dispensers

Daily

Seat covers dispensers

- If dispenser is less than one-fourth full, fill unit with a fresh supply of seat covers.
- Remove one seat cover to check for proper operation.

Toilet paper dispensers

- Check each dispenser to see if it needs a roll of paper.
- In double-roll units, let the partial roll be completely used before replacing the roll.
- Make sure the paper dispenses from the top of the roll freely.

Paper towel dispensers

- Check to see if unit needs towels.
- Refill paper towels.
- Be sure that towels are installed properly.
- Remove one or two towels to make sure that they feed properly.

Soap dispensers

- If dispenser is less than one-fourth full, fill unit with liquid soap.
- Dispense soap into the hand to see that it is functioning properly.

1.4.4 Security Guard Booths at Access Gates – Democrat Lot, East and Night East Gate Guard Booths and Employee/Passenger Bus Shelters

The following schedule must be adhered to:

1.4.4.1 Floors

As necessary, daily at a minimum

- Remove all litter and debris and remove all stains and spills, especially coffee and drink spills.
- Sweep and mop floors.

Weekly

- Scrub and buff floors, re-wax as needed to maintain luster.
Quarterly
- Strip, re-wax, and polish (buff) all hard surface floors.

6.3.1 Scope of Services

MEM

1.4.4.2 Shelter/Booth
Daily at a minimum
- Spot clean all shelter/booth surfaces.
- Empty trash from waste cans and replace trash bag and wipe exterior of waste cans to remove stains, visible soil, and spills as needed.
Weekly
- Detail clean all shelter/booth surfaces.
- Detail clean trash cans.

1.4.4.3 Window cleaning
As necessary, daily at a minimum
- Spot clean interior glass to remove handprints, smudges, and streaks.
Every two months
- Clean interior and exterior of plate glass. Steel wool shall be used when necessary to remove stubborn and/or built up stains.

1.5 Space Tabulation

6.5 Cont.

APPROXIMATE FIS SQUARE FOOT INFORMATION		
LOCATION	**MATERIAL**	**SQ.FOOTAGE**
FIS Office Bathrooms	Ceramic	461
FIS Offices	Vinyl	720
FIS Offices	Carpet	6519

1.6 Floor Types
The various floor types currently in the Airport complex buildings, and their approximate square footage, are as follows:

Floor Type	**Approximate Sq. Footage**
Concrete	14,000
Terrazzo/VCT	376,981
Carpet	87,000
Ceramic Tile	20,000

1.7 Public Amenities
The Airport complex currently contains the following public amenities:

Amenity	**Quantity**
Public Restrooms (including	47

6.3.1
Scope of Services

FIS)	
Commodes	*339*
Urinals	*161*
Elevators	*14*
Escalators	*16*
Moving Walks	*10*

LAS

Excerpt from LAS Janitorial contract:

d. Walls

1.) Spot clean around light switches, doorways, drinking fountains, trash Daily receptacles, pay telephones and any areas where walls get frequent Soiling.

2.) Wash with appropriate cleaning agent and wipe dry any spots, fingerprints, Weekly splashes, spills, areas where feet are placed on walls, and any other type of soil including graffiti that will scrub off.

3.) Dust all horizontal surfaces within 70 inches from floor using treated cloths. Bi-Monthly

e. Furniture

1.) Dust and/or spot clean all exposed furniture tops and shelves. Daily

2.) Clean all soil marks, dust and fingerprints from all exposed furniture tops and Bi-Weekly sides paying close attention to sides of furniture where trash receptacles sit. This task must be accomplished in a manner that does not disturb any of the objects that are on the surface. An appropriate cleaner or polish must be used. When completed, the surface should have no oily residue feel or streaking.

3.) A complete cleaning and polishing of the surface shall be done any time the Daily surface is cleared of all objects. This includes office desks, tables and all other furniture.

4.) Vacuum and spot clean upholstered furniture. Monthly

f. Service/Customer Counters

1.) Wet clean, disinfect, and wipe dry all areas on both customer side and Daily employee side that receive daily soiling.

2.) Clean both sides of all glass partitions. Daily

3.) Thoroughly dust, clean and disinfect entire counter, cabinets and cabinet doors, Bi-Weekly leaving a streak-free appearance.

g. Glass Doors and Windows

1.) Spot clean interior glass windows. Daily

6.3.1 Scope of Services

h. Window Ledges/Frames/Sills including Wall Panel Frames

LAS

1.) Dust or damp clean, if needed. Weekly

i. All Air Vents and Air Returns/HVAC Grills

1.) Brush or vacuum, including area around vents. Monthly

CLEANING SPECIFICATIONS

SECTION III

TASK DESCRIPTION FREQUENCY

a. Restrooms

1.) Trash removal and receptacle care covered in Section GCS.1 of General Daily Cleaning Specifications.

2.) Empty sanitary napkin disposal units. Replace wax or plastic liners. Clean, Daily disinfect and polish.

3.) Wash mirrors with glass cleaner leaving no streaks. Daily

4.) Clean, polish and sanitize sinks, counters and trim. Daily

5.) Clean and sanitize toilets, seats, urinals, and chrome fixtures. Remove Daily mineral deposits.

6.) Spot clean partition doors. Spot clean partition walls and tile or painted walls Daily beside urinals and toilets. Spot clean walls around trash receptacles, soap dispensers, sinks, and under hand towel dispensers.

7.) Wet clean and wipe dry all partitions, walls and doors, tile walls, and any other Daily cleanable wall surfaces entirely.

8.) Clean and polish all stainless steel fixtures and dispensers. Daily

9.) Wet mop and disinfect restroom floors - see Floor Care Specification Section IV. Daily

10.) Stocking restroom dispensers: It is extremely important that all dispensers Daily are stocked to maximum capacity and adequate amounts

6.3.1
Scope of Services

LAS

of supplies left for restocking during the day, as specified. This includes toilet tissue, paper hand towels, toilet seat covers, hand soap and trash liners.

11.) Deep clean all surfaces of restrooms, including floors. Monthly

NOTE: Proper size and type supplies to fit dispensers must be used. Storage of refill supplies in the area of the dispensers is not permitted. The use of highly scented, objectionable or odoriferous cleaners, air fresheners, and deodorant blocks shall not be permitted.

b. Exterior/Main Entrance

1.) Sweep concrete patio and sidewalk to main entrance. Daily

2.) Empty trash receptacles according to trash removal specifications. Daily

3.) Spot clean exterior of main entrance doors and walls. Daily

4.) Wash and wipe dry exterior doors and walls. Bi-Weekly

c. Custodial Closets

1.) Keep clean and orderly. Daily

2.) Empty all mop buckets and store mops in a manner which will allow them to Daily air out to avoid musty odors.

3.) Store chemical products two (2) feet away from hot water heater safely adhering Daily to O.S.H.A. regulations.

4.) Clean mop sink and remove mop strings and other debris from top of drain. Daily

d. Elevator & Stairwells

1.) Clean Daily

FLOOR CARE STANDARDS

SECTION IV

1.) The following standards are intended to be included as the acceptable minimum level of service. Frequencies set forth in these specifications are meant to be working guidelines.

6.3.1
Scope of Services

LAS

2.) These standards are not to be construed as complete and all items not specifically included, but found necessary to properly care for floors, and shall be included as though written into these specifications.

3.) Floors shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly and safe condition. No computer equipment or typewriters shall be unplugged to use outlets or to make room to use cleaning equipment.

4.) Upon completion of daily and weekly routine work, floors shall be free of dirt, dust, debris, gum, films or streaks, and shall present a uniform appearance when dry.

5.) Major floor care tasks such as stripping and waxing or carpet shampooing must be performed in a professional manner consistent with industry standards. If the end result is obviously below standards and the discrepancy is caused by improper procedures or materials used, then it is the successful Bidder's responsibility to correct the deficiency in a period of three (3) days / 72 hours. All floor coverings, i.e. hard floors or carpet, are to be dry by 5:00 a.m.

FLOOR CARE SPECIFICATIONS

SECTION V

1. TASK DESCRIPTION FREQUENCY

a. Carpet

1.) Vacuum all carpet flooring and carpeted mats. Daily

2.) Spot clean all main entrances, lobbies, traffic lanes in offices and hallways. - Daily

3.) Completely vacuum and spot clean all carpeted areas beneath and around desks, tables and other furniture. Vacuum along edges, in corners, and all other areas not vacuumed under the daily cleaning. Daily

b. Resilient Tile Floors That Require Floor Finish

1.) Sweep and wet mop all resilient tile floors. Daily

2.) Scrape up or remove any gum, glue, water base removable paint and Daily food or any other objects stuck to the floor.

3.) Clean and restore all resilient tiles to a "just waxed" look in high foot traffic Weekly corridors, lobby areas, main entrances and common use/multipurpose rooms.

4.) Clean and restore all resilient tiles to a "just waxed" look in facility lounge area Bi-Weekly and all areas not spray-buffed in Number 3 above.

5.) Remove any build-up on baseboards and floor edges. Scrub, recoat and refinish Quarterly all resilient tiles in entryway, lobbies, hallways, and any other high foot traffic areas. Remove any build-up or old wax on baseboards and floor edges. Apply three (3) light coats of non-slip, O.S.H.A. approved floor finish.

6.3.1 Scope of Services

LAS

6.) Strip and refinish all resilient tile.. Apply 5 coats. Annually

c. Restrooms

1.) Sweep and wet mop with ***approved disinfectant cleaner.*** *Daily*

2.) Machine scrub using appropriate (acidic or non-acidic) chemical cleaners to Monthly remove mineral deposits, soap scum, urine stains, and daily build-up along edges and corners from all ceramic tile, quarry tile, concrete or any other resilient floor surface.

3.) Floors that require floor finish follow specifications under Section b, Resilient Tile Floors, above.

d. Ceramic Tile Floors

1.) Sweep and wet mop entire floor surface. Daily

2.) Wet mop entire floor surface using appropriate cleaning agent, leaving a clean Daily and uniform appearance with no streaking.

3.) Machine scrub entire floor surface with floor buffer and brush attachment. Hand Bi-Monthly scrub floor edges, corners and base tile or baseboards during the floor machine scrubbing process.

NOTE: Do not use floor finish or floor sealer on any type of grouted tile floors or concrete floors without written approval from Owner's representative.

e. Marble Floor (Lobby)

1.) Sweep and wet mop entire floor surface. Daily

2.) Machine scrub entire floor surface with approved cleaning agent, leaving a clean Daily And uniform appearance with no streaking.

3.) Machine polish entire floor surface with approved polishing products. Monthly scrub floor edges, corners and base tile or baseboards during the floor machine - scrubbing process.

NOTE: Do not use floor finish or floor sealer on any type of grouted tile floors or concrete floors without written approval from Owner's representative.

6.3.1 Scope of Services

LAS

DEFINITIONS
SECTION VI

1.) Frequency Daily shall mean each and every cleaning day.
Semi-Weekly means twice per week.
Bi-Weekly means once every two weeks.
Bi-Monthly means once every two months.
Quarterly means once every three months.
Semi-Annually means every six months.

2.) Periodic Task - Any work required by the terms, conditions and specifications of this Contract to be performed other than daily.

3.) Periodic Task Schedule- A list of all periodic tasks to be performed in each facility, described in the Contract specifications and a date and time that they will be performed. [Las Vegas janitorial contract]

PIT

Excerpt from PIT Janitorial contract:

SCOPE OF MAINTENANCE AND SERVICES

The work to be performed by the contractor shall consist of furnishing all materials, labor, tools, equipment, supplies, transportation, travel and other expense necessary to provide the automated door maintenance required, regardless whether the service is performed on regular, overtime or emergency basis. The bid price shall include all costs and no other expenses will be allowed.

The contractor shall regularly and systematically inspect all of the automated door units twice each week. This inspection shall occur on Mondays and Thursdays of each week within the period of 7:00 a.m. and 3:30 p.m. During this inspection and maintenance visit, the contractor shall clean, adjust and repair the equipment as required to keep these automated doors in satisfactory service and if the conditions warrant, furnish and install the necessary parts to perform this service.

Cost for any call back for malfunctioning automatic doors shall be contained in the price as established in the bid document; no other costs will be permitted.

During this inspection and maintenance visit, the contractor shall perform all maintenance procedures as outlined in Stanley Access Technologies maintenance bulletins, which is the manufacturer of the doors.

These procedures shall include, but not limited to, the following items:

1. All electrical wiring, switches, motors, electronic boards, software, etc., shall be examined for wear or tear, tested for insulation breakdown, where appropriate, current draw, etc., replaced as required.

6.3.1 Scope of Services

PIT

2. All belts, cables, etc., shall be examined for proper tension, wear, glazing, cuts, breaks, etc., and replaced as required.

3. All sheaves and guides shall be examined for wear or other defects and replaced if required.

4. All breakout doors shall be examined for wear of any type and proper retention when closed to operating position. Breakout panels shall be set at 50 lbs. or less to manually open.

5. All tracks (upper and lower) are to be examined, cleaned, adjusted, or replaced as required.

6. All doors to be adjusted to proper position as required.

7. All weather stripping to be examined for cuts breaks proper seal, etc., replace as required.

8. Thoroughly clean interior and exterior of all door operators.

9. Inspect all fasteners for tightness and security. Re-tune and adjust to proper door speeds and checking action.

Every six (6) months the contractor shall perform an overhaul of all the automated doors. The Authority in conjunction with the contractor shall designate a date when the contractor will begin the required overhaul. This overhaul shall be completed within a three (3) week period from the designated starting date. The overhaul of the doors shall include all procedures as outlined in the maintenance manuals and bulletins of Stanley Access Technologies, the manufacturer of the doors.

The contractor shall have, at all times, access to a supply of and be prepared to replace any and all parts required to maintain these doors in the same condition as specified in the original contracts and as designed by the manufacturer of the equipment.

If requested by the Authority, the contractor shall provide engineering data, including wiring diagrams, to assure that the automated doors conform to the specifications.

Out of service signs, appropriate barriers, which aesthetically conform to the surrounding area and directional signs pointing to the nearest exit, are to be

erected at each automated door when the door is out of service for maintenance repairs.

The refinishing of the doors, repairs to and or the replacement of main power switches together with fuses for the switches are excluded from this scope of work. Also excluded is any damage from fire, explosion or building collapse.

6.3.1 Scope of Services

PIT

Other than the excluded work, all service and repair, from whatever cause, necessary to keep the automated doors in satisfactory operating condition shall be furnished as part of the weekly maintenance service charge.

The contractor, as directed, may perform the excluded and optional work, after consulting the Director of Maintenance and arriving at a mutually agreeable repair cost amount.

ADDITIONAL EQUIPMENT

The Authority anticipates the addition of twelve (12) future automatic doors servicing three levels in the parking garage. The contractor will be responsible for providing maintenance service for these twelve (12) automatic doors at the end of the warranty period at the unit price quoted in the proposal during the contract period. The warranty for these automatic doors will end approximately October, 2006. [Pittsburgh Automated Door maintenance contract]

MWAA

Excerpt from MWAA Landscaping Contract*:*

Detailed Scope of Service
1. Landscape Maintenance Services
a. Contractor shall provide all labor, materials, tools, equipment, transportation and supervision necessary to perform the landscape maintenance services as indicated in the attached Landscape Maintenance and Sidewalk Snow Removal Plans, sheet numbers L-0, L-1, L-2, L-3, and S-1 dated February 7, 2005, as shown in Appendix "E", and as specified herein.
b. Landscape maintenance services shall include plant maintenance, turf maintenance, irrigation, pesticide applications, automated irrigation system maintenance, horse pen dam maintenance, policing grounds and trash removal.
2. Non-airfield Sidewalk Removal Services
a. Contractor shall provide all labor, tools, equipment, vehicles, fuel, supervision, and all incidental expenses necessary to provide snow removal services for sidewalks and other designated areas as indicated in the attached Landscape Maintenance and Sidewalk Snow Removal Plans, sheet numbers L-0, L-1, L-2, L-3, and S-1 dated February 7, 2005, as shown in Appendix "E", and as specified herein.
b. Sidewalk snow removal services shall include the removal of snow, ice, or sleet on designated locations, and application of deicing and/or abrasive materials on pavement surfaces to maintain a satisfactory and safe environment. The Authority shall provide deicing and abrasive materials for the Contractor's use.

B. SUPPLEMENTAL SERVICES
The Contractor shall provide additional landscape and snow removal services as specifically requested and approved by the Authority. These services may include additional plant maintenance, turf maintenance, landscape improvements, irrigation, repair of automated irrigation system, policing/clean up of grounds and paving, equipment and/or labor.

6.3.1 Scope of Services

MWAA

SECTION IV - TECHNICAL REQUIREMENTS

A. GENERAL
Landscape maintenance services shall conform to the materials and performance requirements specified herein. Unless otherwise specified, all requirements shall be performed under Base Services.

B. PLANT MAINTENANCE
1. The Contractor shall be responsible for all plant materials in the areas defined in the contract and as listed in the attached "Plant List ", shown in Appendix "A". The Contractor shall replace, at no cost to the Authority, any damaged, declining, or dead plants, if caused by factors within the Contractor's control. The replacement plant shall match existing plant type and size.
2. Mulching
a. At the time of the first mowing of the season, all planting beds and tree rings shall be defined and edged at a right angle and a depth of three inches. Edging debris shall be removed and properly disposed by the Contractor. Debris shall not be placed in the planting beds, tree rings or disposed in refuse receptacles. All tree rings shall be evenly concentric around the tree and all bed edges shall be maintained as a smooth and continuous line.
b. All planting beds and tree rings shall be mulched at a depth of three inches. Mulch shall be applied between March 1 and April 15. Any mulch existing from previous years that exceeds two inches deep shall be removed before new mulch is applied. The mulch must be kept at least two inches from the base of tree trunks and crowns of all shrubs.
c. Mulch shall be lightly raked, between July 1 and July 31, and loosened to freshen it and break up any water impermeable layers. Light top dress applications of mulch shall be applied periodically in order to maintain a consistent two inch layer of mulch in all planting beds and tree rings.
3. Weeding
a. All planting beds, tree rings, and planting areas shall be kept weed-free at all times.
Weeds shall be manually removed or controlled with an approved herbicide.
b. Pre-emergent herbicides shall be applied to all mulched planting beds. The herbicide used shall be approved by the COTR before application.
c. Post-emergent herbicides shall be applied on an "as needed basis". The herbicide used shall be approved by the COTR before application.
d. Pesticides shall be applied in accordance with the manufacturer's recommendations. Spraying shall not be performed when the vegetation is wet, when it appears that rain is imminent within six hours, or when the wind is blowing enough to scatter paper or trash.
4. Pruning

a. Massed shrubs shall be pruned to maintain a neat appearance, improve sight distance, remove dead wood and/or improve plant condition. Woody plants that are massed in beds and not pruned into a hedge shall not be sheared unless directed by the COTR. Instead they shall be hand-pruned. Only cuts above the nodes are allowed. All cuts shall be hidden within the shrub mass.

6.3.1 Scope of Services

b. Vines, ivy, and groundcover shall be pruned by hand regularly, at least once per month between April 15 and September 30, in an effort to maintain a neat and manicured appearance. They shall be pruned at the nodes, with the cut hidden. Groundcover shall be maintained within the bed boundaries. Ivy and groundcover shall be maintained 4-6 inches away from the trunks of all trees and shrubs. String trimmers and shearing equipment shall not be used to prune vines, ivy, or groundcover.

MWAA

c. Perennial plants shall be cut back to the ground by February 28. All ornamental grasses shall be cut back to the ground between February 1 and March 15 of each year, before new growth begins. Flowering perennial plants shall be deadheaded as necessary during the growing season to maintain a neat appearance.

d. Hedges shall be pruned by hand two to three times between May 1 and August 30 to maintain a neat and trim appearance, improve sight distance, and/or improve plant condition. Hedges shall be maintained at an exact and equal height for the entire length of the hedge and shall be shaped at the bottom of the hedge slightly wider than the top. Hedge height may not be drastically altered at any time.

e. Spring-flowering shrubs shall be pruned immediately after blooming. Broadleaf evergreen trees and shrubs shall be pruned after new growth hardens off. Shrubs that flower during the summer shall be pruned in late fall.

f. Trees shall be pruned to remove co-dominant leaders, crossed branches, and/or sprouts to elevate the canopy as needed, improve sight distance, eliminate hazardous condition, and/or improve appearance and condition of the trees. Structural pruning (crossing branches, removing co-dominant branches, thinning) shall be performed one time per year on each tree as directed by the COTR. Deadwood, broken, damaged or hazardous branches shall be removed immediately, and shall be performed as needed at anytime of the year. Deciduous trees may be pruned at any time except during the periods between bud break to leaf elongation, and during leaf drop.

g. All pruning shall be done in accordance with the National Arborist Association Standards. All cuts shall be made without cutting into the branch collar and without leaving a protruding branch stub. Clean cuts shall be made at all times. All branches that are too heavy to handle shall be precut to prevent splitting. All debris shall be properly disposed by the Contractor.

5. Removal of diseased, dying, dead or hazardous plants.

a. Any diseased, dying, or dead trees, shrubs, groundcover, and perennials shall be removed upon approval by the COTR. Trees shall be removed by sound arboreal practices. Removal of trees shall include grinding the entire crown of the tree below ground level. The Contractor shall properly dispose of all associated debris.

b. Any hazardous conditions shall be corrected or removed in trees located within the contract area and in trees within 5 yards beyond the tree line/contract limit. In wooded areas, trees may be felled and left within the tree line. Hazardous conditions are any parts of a tree (branches, trunk, roots), which may be structurally compromised due to disease or injury, and pose a risk to property or

6.3.1
Scope of Services

MWAA

the public if these parts failed. The Contractor shall bring the existence of any hazardous trees to the attention of the COTR. The COTR shall confer with the horticultural consultant to assess hazards in trees and make recommendations for pruning or removal of trees.
6. Applications of fertilizers.
a. Deciduous trees and shrubs shall be fertilized at a rate of one pound of actual nitrogen per 1,000 square feet of exposed root area.
b. Evergreen trees and shrubs shall be fertilized every other year at a rate of one pound of actual nitrogen per 1,000 square feet of exposed root area.
c. Groundcover shall be fertilized at a rate of one pound of actual nitrogen per 1,000 square feet of exposed root.
d. Perennials and ornamental grasses shall be fertilized at a rate of one pound of actual nitrogen per 1,000 square feet of bed area.
e. Fertilizers shall be applied between May 15 and July 1.
7. Installation and Care of Seasonal Flowers.
a. Contractor shall furnish and install two rotations of seasonal flowers. The summer rotation shall be performed between May 15 and June 15. The fall/spring rotation shall be performed between November 1 and November 30.
b. The total number of 6" flowerpots for each rotation shall be 6,000. The flowers shall be installed in seven circular beds at the entrance to Saarinen Circle, five rectangular beds along the ramp to daily/hourly parking, five beds (300 flowers) at the Vastera Building property, and in other beds and containers on site.
c. The color selection and type of flowers shall be provided by the COTR. Flowers shall be ordered at least four months in advance of delivery to guarantee supply.
d. The COTR shall also approve the grower and the grower shall be inspected for the following standards:
(1) Sanitary growing conditions.
(2) Use of soil-less potting mix.
(3) Precise temperature control of growing houses.
(4) Use of quality propagating stock.
(5) Adequate staffing and equipment for production and delivery.
e. The Contractor shall coordinate delivery time, installation and layout of the seasonal flowers with the COTR.
f. Existing flowers shall be removed and properly disposed of by the Contractor. Contractor shall amend the soil every spring rotation with 2 inches of approved organic matter such as leaf compost or milled pine bark. The beds shall be roto-tilled at least six inches in depth, edged and raked. New flowers shall be installed so that the crown is slightly above grade with soil mounded around the outer edge of the root ball.
g. All flowers shall be watered the same day of installation. The Contractor shall be responsible for maintaining adequate soil moisture so that the flowers establish, grow and develop to their maximum potential. In the absence of rainfall, the flowers shall be watered a minimum of three times per week.
h. Flowers shall be fertilized seven days after installation with Osmocote 14-14-14 controlled release fertilizer. The Osmocote shall be applied at the recommended rates. Normally only one application is required but additional applications maybe required depending on growing conditions.
i. Any dead or dying flowers and weeds shall be removed immediately.

6.3.1 Scope of Services

MWAA

8. Fall Clean up Fallen leaves shall be removed from the grounds and beds on a regular basis. Fallen leaves shall be removed on a weekly basis as leaves begin to drop in November and all areas should be completely clean after all leaves have been shed in December.

C. TURF MAINTENANCE
1. Fertilization
a. Fifty (50) acres of areas designated by the COTR shall be fertilized. Slow release granular fertilizers (at least 50% or more water insoluble nitrogen) shall be used according to the following rates and schedule. All turf at the Airport is cool-season - bluegrass/fescues.
b. Turf under irrigation system shall be fertilized as follows:
(1) March 15 - April 30: 1 lb. nitrogen per 1,000 square feet
(2) August 30 - September 30: 2 lbs. nitrogen per 1,000 square feet
(3) Additional nitrogen (0.5 lb. - 1 lb. per 1,000 sq. ft.) may be needed late May to mid-June in selected areas to improve color.
c. Turf without irrigation system shall be fertilized with 3 lbs. nitrogen per 1,000 square feet, between August 30 and September 30.
2. Mowing
a. Mowing shall be done frequently enough so that no more than 1/3 of the green leaf area is removed at any one time. Mowing should be done every 5-10 days depending on weather conditions or if the turf is under irrigation.
b. Unless otherwise indicated elsewhere in the contract documents, turf shall not exceed 5.5 inches in height at any time and shall not be mowed less than 3.5 inches.
c. All trash and debris shall be removed from lawn areas before mowing.
d. Mowing equipment shall be well maintained and cutting blades shall be sharpened after every other mowing.
e. Lawnmowers shall not be used close to the stems or trunks of shrubs and trees. Any plants damaged by mowing shall be replaced with a specimen of equal size at no cost to the Authority.
f. Mowing shall be done in such a way that clippings are not blown into shrub, planting beds or tree rings. Clippings blown into shrubs, planting beds or tree rings shall be removed and properly disposed of immediately after mowing.
g. Clumps of grass or any visible clippings on lawn areas shall be removed.
h. After mowing, all clippings and debris shall be immediately cleaned off of paved areas, vehicles, structures, equipment and lighting systems.
i. Any damages caused by mowing to any property, structure, plants, irrigation system, tree stakes or guying shall be repaired or replaced by the contractor at no cost to the Authority. Any damaged plants shall be replaced with specimens of the same size. Girdling the base of a tree with lawnmowers is detrimental to the tree and shall be considered grounds for requesting the replacement of that tree.
3. Trimming
a. All areas around structures or trees shall be trimmed to mowing height each time the turf is mowed. String trimmers shall not be used around the stems or trunks of trees and shrubs.
b. After trimming, all clippings and debris shall be immediately cleaned off of paved areas, vehicles, structures, equipment and lighting systems.

6.3.1
Scope of Services

MWAA

c. Any damages caused by mowing to any property, structure, plants, irrigation system, tree stakes or guying shall be repaired or replaced by the contractor at no cost to the Authority.
4. Edging
All areas bordering the turf shall be edged during each mowing. A string trimmer or a steel blade edger shall be used to edge. At least one time a year, all paved or mulched areas bordering the turf shall be edged with a spade. Debris from the edging shall be removed and properly disposed of by the Contractor. Debris from edging shall not be piled on the top of root balls of trees and shrubs or in planting beds.
5. Weed Control
a. Pre-emergent herbicides or post-emergent herbicides shall be used as necessary to control weeds in turf. Herbicides shall be applied in accordance with the manufacturer's recommendation. The herbicide used shall be approved by the COTR before application.
b. Spraying shall not be performed when the vegetation is wet, when it appears that rain is imminent within six hours, or when the wind is blowing enough to scatter paper or trash.
6. Aeration
Fifty (50) acres of turf areas designated by the COTR shall be core aerated one time per year between August 15 and Sept. 30.
7. Over seeding
Fifty (50) acres of areas designated by the COTR shall be over seeded with a mixture of MD, VA Certified Turf-type tall fescue (80% by weight) and Kentucky bluegrass (10% by weight). Bare areas shall be seeded at a rate of 10 lbs per 1000 square feet. Areas with 75% or less stand shall be seeded at a rate of 8 lbs per 1,000 square feet. Areas with greater than 75% stand shall be seeded at a rate of 6 lbs per 1,000 square feet. A Brillon slit seeder or approved equivalent shall be used to over seed. The slit seeder shall mechanically drill the seed into the soil surface and shall be run in a crisscross pattern. Readily soluble nitrogen at a rate of 0.5 lb per 1000 square feet shall be applied at the time of seeding.

D. IRRIGATION
1. The Contractor is responsible for maintaining sufficient soil moisture levels around all plant materials to prevent die back or death.
2. The Contractor shall submit a watering schedule for review and approval by the COTR with the assistance of the horticultural consultant.
3. In the absence of rainfall, designated turf areas indicated on the drawings shall be watered to provide a minimum of 2 inches of water per week. Groundcover and perennials shall be watered to provide 1 inch of water per week in the absence of rainfall. Trees and shrubs shall be watered to provide 1 inch of water per week in the absence of rainfall. Seasonal flowers shall be closely monitored and watered as necessary. In the absence of rainfall annual flowers may require a minimum of two inches of water per week. Newly planted trees and shrubs may require more frequent watering.
4. The Contractor shall provide all labor and equipment to water all plants and designated turf areas. Water supply shall be available for landscape use at the

6.3.1 Scope of Services

MWAA

location shown on the drawings. Connection to the water supply shall require the use of a backflow prevention device.
5. Contractor shall water all plants and/or designated turf areas when required including weekends and holidays. Plants under severe water stress shall be irrigated within 24 hours of notification. The Contractor shall follow any watering schedules provided by the COTR.
6. Watering shall be applied in a uniform manner. Precautions shall be taken to prevent runoff into streets, drainage ditches, and accumulations in low areas.

E. PESTICIDE APPLICATIONS FOR OUTDOOR VEGETATION
1. The application of all pesticides shall adhere to all federal, state and local laws and regulations. Pesticides shall be applied according to the methods, rates and precautions described on the manufacturer's label. In addition, spraying shall not be performed when vegetation is wet, when the wind is blowing enough to scatter paper trash, or when human activity is not at a minimum.
2. Any person applying pesticides on site must posses a valid Virginia Commercial Pesticide Applicator Certificate/License appropriate for the product being applied.
3. Individual pesticide applicators are solely responsible for properly storing and securing the pesticides they apply. Material safety data sheets (MSDS) and product label information shall be submitted to the COTR prior to pesticide applications. Records of pesticide applications shall be submitted to the COTR within 48 hours after the application of pesticides.
4. The Contractor shall notify the COTR of any pest (including weeds) problems in the landscape areas.
5. Pesticides shall only be applied when a need is established by the COTR with the aid of the Horticultural Consultant. Pesticides shall be applied within seven days after notification, unless otherwise stated. The Contractor shall not substitute or combine pesticide materials without prior approval by the COTR.
6. The Contractor shall notify the COTR at least three days before applying a pesticide. The Contractor, prior to making this application, shall post notification signs and shall not perform the application unless the signs have been posted.
7. Pesticide applications shall be stopped immediately if it is determined that the application poses a safety hazard to the public or property. If necessary, in order to avoid exposure to any unintended target, the Contractor shall apply treatments during the evening hours, between 10:00 p.m. and 5:30 a.m. as directed by the COTR.

F. AUTOMATED IRRIGATION SYSTEM MAINTENANCE
1. Winterization
Contractor shall winterize the automated irrigation system when there is risk of frost damage or by December 1. Contractor shall use a high volume (90 cubic feet per minute) air compressor to evacuate water from all main, lateral lines, valves and heads. All zones shall be turned on in sequence until water is evacuated. The process shall be repeated a second time. Contractor shall repair any damage to the system caused by its operation at no cost to the Authority.
2. Spring start up
Contractor shall charge the system between April 10 and April 25, depending on weather conditions. All zones shall be operated from the controller and the system shall be visually checked for leaks, broken heads, head adjustment, and for

6.3.1 Scope of Services

MWAA

properly functioning electric valves. Contractor shall notify the COTR of any required repairs, provide an estimated cost, and proceed with the repairs upon approval by the Authority.
3. Supplemental repair (to be performed under Supplemental Services)
a. The Contractor shall be on call for repairs, and shall respond on site within 24 hours after receiving notification from the Authority.
b. The system shall be repaired in accordance with current industry standards. Parts shall be new with heads either identical to those replaced or approved equivalent.

G. HORSE PEN DAM MAINTENANCE
1. Contractor shall maintain both the east and west sides of the dam and the spillway on the west side of the dam free of woody vegetation, forage growth (grasses) and debris. The location and limits of the services shall be as indicated in the drawing.
2. Contractor shall perform the following services a minimum of three times and a maximum of five times during the growing season as directed by the COTR. The Contractor shall be paid for actual quantities of service performed.
a. All cut material and any debris found on the dam or in the spillway will be disposed of in a lawful manner off airport property.
b. The spillway, the road shoulder of both sides of Route 606 and the portion of the dam without rip-rap shall be mowed to no less than four inches and no greater than six inches in height. The rip-rap shall be trimmed with a string trimmer.
c. During each mowing, the area around both ends (inlet and outlet) of the drainage
structure in the lake shall be checked for potential drainage problems. Any debris, trash, tree limbs and logs shall be removed from the water.
d. During each mowing, the dam shall be checked for any damage such as burrowing by animals. Any activity shall be reported to the COTR.
e. The work includes areas inside the SIDA security fence. The Contractor shall follow all Airport requirements and regulations while working inside the security area.
H. POLICING/CLEAN UP OF GROUNDS AND PAVING
1. The Contractor shall remove and dispose of trash, litter and debris in all of the landscape areas, roadways, adjacent sidewalks, and employee parking lots covered in this contract. Unless otherwise indicated, this work will be performed once daily, 365 days per year, Sunday through
Saturday including Federal holidays, regardless of weather conditions. Trash shall include, but not be limited to paper/plastic litter, cans, bottles, glass, discarded cigarettes, weeds, leaves, etc. The Contractor shall also empty out all outdoor trash receptacles and replace the trash liners located in the employee parking lots. Areas in and around Saarinen Circle, Commercial Vehicle Drive, the Arrivals and Departures Ramps, as indicated on the drawings shall be policed and cleaned twice daily.
2. Arrivals ramp, Departures ramp, Commercial Vehicle Drive and Bus lane shall be mechanically swept or vacuumed on Monday through Friday of each week, including Federal holidays. These pavement areas shall be mechanically swept or vacuumed between 9:30 a.m. and 2:30 p.m. All areas shall be cleaned with

6.3.1 Scope of Services

MWAA

equipment that removes sand, soil and loose debris including but not limited to, paper/plastic litter, glass, metal chips, discarded cigarettes, weeds, leaves, etc. All waste shall be picked up, leaving no residue on the pavements. Unless directed by the COTR, the Contractor shall not mechanically sweep or vacuum the pavement areas when materials such as sand and salt have been intentionally spread to enhance surface friction of the pavements during winter weather.
3. The Contractor shall pick up and remove trash and litter that have accumulated in the wooded areas, within 15 yards beyond the tree line/contract limit, twice per year during March and December.
4. The Contractor shall maintain all paved areas including sidewalks, curb and gutter, and parking lots, free of vegetative growth. Weeds shall be treated with a post-emergent herbicide and all debris shall be removed and properly disposed by the Contractor.
5. In the event that the Contractor discovers potential hazardous waste such as batteries, tires, oil/fuel waste, etc., the Contractor shall notify the COTR immediately. The Contractor shall provide a written notice to the COTR within 24 hours, indicating date, time, and location of potential hazardous waste discovered. The hazardous waste shall be properly removed and disposed of by the Authority.
6. In the event that the Contractor discovers lost items or properties belonging to others, the Contractor shall turn in such items to the Authority Police Department and provide a written report to the COTR.

I. LANDSCAPE IMPROVEMENTS (to be performed under Supplemental Services)
1. All plant material shall be inspected and approved by the COTR or their representatives, prior to installation.
2. All planting bed areas shall be laid out in the field. Round up shall be applied to existing vegetation in all bed areas seven days prior to planting. After this seven day period, 3” of milled pine bark will be evenly spread over the planting bed and tilled in 6” - 8” deep with a roto-tiller and then evenly graded. The application of 4" - 6” of approved topsoil may also be specified in areas where existing soil cannot be conditioned with pine bark.
3. All plants shall be inspected for size, trueness to name, and health and rejected if not supplied as specified. Any soil located around the top of the root ball shall be removed so as to expose the crown of the stems or trunk. Trees shall be installed so that the crown is 4" - 5” above the surrounding grade. Shrub shall be installed so that the crown is 3” above the surrounding grade. Ornamental grasses and perennials shall be installed with outer edge of root ball 1” above the surrounding grade. Ground covers shall be installed with the edge of the root ball slightly above the surrounding grade. Soil shall be banked around the outer edge of root balls,
but not placed on top of the root ball. Plants shall be thoroughly watered the same day of installation.
4. All planting bed areas shall be edged and 2” of aged shredded hardwood mulch applied to the tops of the beds. Mulch shall be kept away from the trunks of trees and shrubs.
5. A complete fertilizer (10-10-10) or (10-6-4) with a slow release form of nitrogen shall be applied to all planting bed areas at a rate of 2 lbs. of actual nitrogen per 1,000 sq. ft.

6.3.1 Scope of Services

MWAA

6. New areas for turf installations shall be rototilled to a 4" - 6" depth and graded. Certified turftype tall fescue seed shall be broadcast at a rate of 10 lbs. per 1,000 sq. ft. on bare ground and 6 lbs. per 1,000 sq. ft. on sparse stands of existing grass. Sulfur coated urea (37-0-0) shall be applied at a rate of 1 lb. per 1,000 sq. ft. Sod shall be certified turf-type tall fescue sod.
7. All plants shall be guaranteed for a period of one year after project completion. Any dead or dying plants with 25% or more of the canopy missing, shall be replaced at no cost to the Authority.
8. The Contractor shall be responsible for maintenance of all installed materials during the guarantee period (one year after project completion). Maintenance shall include, but not be limited to, watering, weeding, mulching, mowing, trimming, pruning, pest management, herbicide applications, maintaining trees in upright position with stakes & guy wires, and cutting back perennial plants.

J. MATERIALS
Materials conforming to the following requirements shall be used subject to the prior approval of the COTR.
1. Mulch
Mulch shall be double shredded hardwood mulch, aged, and dark in color.
2. Pesticides
The products listed or approved equals may be used:
a. Post emergent herbicides
(1) Plant beds, pavements, grounds: Round-up
(2) Turf: Confront
b. Pre-emergent herbicides
(1) Plant beds: Snapshot
(2) Turf: Banvel
c. Insecticides and miticides: Horticultural oil, Insecticidal Soap, Orthene, Tempo, Proxol
d. Fungicides: Daconil 2787, Bayleton, Banner
3. Fertilizers and lime
a. All fertilizers shall be granular, free flowing, in its original packaging with the analysis clearly marked.
b. Turf: Sulfur coated urea (37-0-0)
c. Trees and shrubs: Sulfur coated urea (37-0-0), Osmocote 14-14-14 or complete (10-10-10 or 10-6-4) fertilizers with at least 50% slow release nitrogen.
d. Seasonal flowers: Osmocote 14-14-14
e. Supplemental fertilizers: Super phosphate (0-20-0), potassium sulfate (0-0-53)
f. Lime: Natural limestone ground so that not less than 90% passes a 10-mesh sieve and not less than 50% passes a 100-mesh sieve.
4. Topsoil
a. Topsoil shall be friable, dry, and free of noxious weeds or toxic chemicals. Textures shall be loam or sandy loam.
b. Soil analyses shall be submitted before delivery. Minimum requirements include: pH 5.5-6.5, phosphate 120 lbs. per Acre, potassium 200 lbs. per Acre, soluble salt concentration less than two mmhos/cm.
5. Organic Soil Amendment
Organic soil amendment shall be milled pine bark, aged, potting mix grade.
6. Seasonal Flowers

6.3.1 Scope of Services

MWAA

a. Example: pansy, petunia, wax begonia, new guinea impatiens, salvia, flowering vinca.
b. Pot size - 6” Pot - 6” top diameter, 5" bottom diameter, 5-3/8”to 6” inside depth.
c. Number of plants per pot - five
d. All plants shall be conditioned for outdoor planting at least three weeks prior to delivery. Conditioning shall include pre-cooling during the morning hours.
e. Root balls shall be solid, but not pot bound, and free from pests and diseases. Root balls shall hold together when removed from the pot with little or no soil falling away from the root ball.
f. Foliage shall be dense, with normal healthy color and free from pests and diseases. Foliage shall be hardened off so that little damage will occur if the plant is dropped on the foliage from a one foot height.
g. Plants shall have prolific blooms and buds throughout the canopy upon delivery.
7. Landscape Plant Material
a. Landscape plant material shall be true to name in accordance with the following:
(1) Nomenclature references - Hortus Third 1976. The Staff of the Liberty Hyde Bailey Hortorium, MacMillan Publishing, New York
(2) Manual of Woody Landscape Plants. 1998. Michael A. Dirr. Stipes Publishing, Champaign, IL.
b. All material shall comply with the nursery stock standards described in “American
Standard for Nursery Stock” ANSI Z60.1.
c. All material shall be healthy, free of pests, disease and injury.
d. Balled and burlapped (B&B) plant material shall have full solid soil balls securely bound in burlap.
e. Container grown material shall not be pot bound.
8. Submittals
Prior to use of any landscape products or materials, the Contractor shall provide the following submittals for review and approval by the COTR. Contractor shall furnish three copies of each submittal.
a. Manufacturer’s product data and literature
b. Manufacturer’s installation recommendations
c. Samples, if required by the COTR.
d. Material Safety Data Sheets (MSDS)
[Metropolitan Washington Airports Authority landscaping contract]

6.3.2 Performance Standards

6.3.2 Performance Standards

MEM

Excerpt from MEM Janitorial Agreement:

Inspections by Authority

The Authority will, from time to time, perform random inspections for the sole purpose of assessing Respondent's performance and awarding compensation based on terms detailed in this section. Required services to be performed under this contract shall be subject to random inspections by representatives of the Authority while in process or after completion. If any such service(s) are found to be unsatisfactory and not in accordance with the requirements of this contract, the Authority shall notify the Respondent and the Respondent shall take immediate steps for corrective actions. Continued problems with services will constitute cause for cancellation of the contract.

Each month during the term of this contract, representative(s) of the Authority shall inspect those areas serviced under this agreement to determine the quality and acceptability of the work performed or in the process of being performed. The Respondent will be notified of the inspection the day before the inspection and invited to accompany the Authority on the inspection. If more than one inspection is conducted per month, the scores will be averaged to determine the grade for the month. The Authority will have the sole discretion as to how many and what time of day inspections will occur. Any repeat discrepancy found on contiguous inspections will be counted at twice the point value assigned for that item.

The Parties further understand and agree that nothing in Section 6.1.19 changes the Parties' intent and desire that Respondent is an independent Company ("Company") with respect to all services performed under this contract. Further, nothing contained in Section 6.1.19 nor any act of the Authority or Company under this Section shall be deemed or construed to create any third-party beneficiary or principal and agent association or relationship with the Authority. The Company is not the Authority's agent and the Company has no authority to take any action or execute any documents on behalf of the Authority. Rather, Section 6.1.19 is only entered into by the Parties for the specific purpose of the Authority evaluating and compensating the Company under the terms of this contract.

The Respondent will be guaranteed seventy-five percent (75%) of the monthly invoice. A Janitorial Inspection Grade Sheet will be utilized for monthly inspections conducted by the Respondent and representative(s) of the Authority. A sample copy of the inspection grade sheets may be found in Section 6.9 of this RFP. Contract areas are given a numeric score and the numeric scores are totaled and compared against the total allowable score to determine a percentage score. Any percentage score below eighty-five percent (85%) will result in non-payment of the remaining twenty-five percent (25%) of the monthly invoice amount. Any percentage score

6.3.2 Performance Standards

MEM

equal to or greater than eighty-five percent (85%) and less than ninety (90%) will result in non-payment of ten percent (10%) of the monthly invoice amount. Any percentage score equal to or greater than ninety percent (90%) will result in full payment of the monthly invoice amount. A percentage score equal to or greater than ninety-five percent (95%) will result in a two percent (2%) bonus of the monthly invoice amount. No deductions will be made during the first three months of the contract. The Authority will make the final determination as to grade sheet score.

Grade Sheets

JANITORIAL INSPECTION GRADE SHEET
MEMPHIS INTERNATIONAL AIRPORT
DATE: _____

Police Station, Nurse's Station, Communications and ID Office Restroom Areas	***Max. Points***	***Deducted Points***	***Comments***
Twice Daily			
Commodes	*38*		
Urinals	*4*		
Sinks, cabinets and counters	*9*		
Floors – Light cleaning	*50*		
Soap dispensers	*4*		
Paper towel dispensers	*18*		
Seat covers dispensers	*7*		
Toilet paper dispensers	*7*		
Waste cans	*25*		
Walls	*1*		
Daily			
Mirrors	*4*		
Partitions	*4*		
Sanitary product receptacle	*1*		
Janitorial Closet	*3*		
Weekly			
Clean Shower stalls	*4*		
Detail sanitary product receptacle	*4*		
Monthly			
Detailed floor cleaning	*1*		
Detail clean commodes	*1*		
Detail clean urinals	*1*		
Detail clean sinks, cabinets and counters	*1*		
Detail clean mirrors	*1*		
Detail clean showers	*1*		
Detail clean waste cans	*1*		
Dust ceilings	*1*		
Detail clean walls	*2*		
Detail clean baseboards	*2*		
AREA TOTAL	***195***		

6.3.2 Performance Standards

MEM

JANITORIAL INSPECTION GRADE SHEET
MEMPHIS INTERNATIONAL AIRPORT
DATE: _____

Lot C Restroom Area	***Max. Points***	***Deducted Points***	***Comments***
Daily			
Commodes	*3*		
Sinks, cabinets and counters	*1*		
Floors – Light cleaning	*5*		
Soap dispensers	*1*		
Paper towel dispensers	*2*		
Seat covers dispensers	*1*		
Toilet paper dispensers	*1*		
Waste cans	*5*		
Walls	*1*		
Mirrors	*1*		
Monthly			
Detailed floor cleaning	*1*		
Detail clean commodes	*1*		
Detail clean sinks, cabinets and counters	*1*		
Detail clean mirrors	*1*		
Detail clean waste cans	*1*		
Dust ceilings	*1*		
Detail clean walls	*1*		
Detail clean baseboards	*1*		
AREA TOTAL	***29***		

JANITORIAL INSPECTION GRADE SHEET
MEMPHIS INTERNATIONAL AIRPORT
DATE: _____

Front Sidewalks	***Max. Points***	***Deducted Points***	***Comments***
Five Times Daily			
Empty/spot clean trash cans	*338*		
Spot clean sidewalks	*150*		
Three Times Daily			
Remove debris from ash urns	*345*		
Spot clean bus shelters	*150*		
Sweep and mop shelters	*75*		
Weekly			
Detail clean ash urns	*50*		
Detail clean trash cans	*29*		
Detail clean bus shelters	*22*		
Monthly			
Pressure wash sidewalks	*24*		
Pressure wash front exterior walls	*16*		
AREA TOTAL	***1199***		

JANITORIAL INSPECTION GRADE SHEET
MEMPHIS INTERNATIONAL AIRPORT
DATE: _____

Janitorial Equipment	***Max. Points***	***Deducted Points***	***Comments***
Daily			
Janitorial Equipment	*20*		
AREA TOTAL	***20***		

6.3.2 Performance Standards

MEM

A TERMINAL RESTROOMS	***Max. Points***	***Deducted Points***	***Comments***
Nine Times Daily			
Wipe sinks, counters and cabinets	*10*		
Empty trash cans	*45*		
Five Times Daily			
Baby changing stations	*5*		
Commodes	*275*		
Sinks, counters and cabinets	*48*		
Seat cover dispenser	*30*		
Toilet paper dispenser	*80*		
Paper towel dispensers	*30*		
Soap dispensers	*24*		
Floors – light cleaning	*173*		
Mirrors	*24*		
Partitions	*130*		
Sanitary product receptacles	*15*		
Urinals	*75*		
Inspect walls, remove stains	*7*		
Three Times Daily			
Trash can – wipe exterior	*11*		
Daily			
Janitorial Closet	*10*		
Weekly			
Detail baseboards	*69*		
Dust ceiling	*1*		
Detailed commode cleaning	*16*		
Detail clean sink, counter, and cabinets	*4*		
Detail all dispensers	*15*		
Detail clean floor	*69*		
Detail partitions	*32*		
Detail sanitary product receptacle	*3*		
Detailed urinal cleaning	*4*		
Detail trash cans	*4*		
Monthly			
Detail clean mirror	*2*		
Detail clean walls	*5*		
AREA TOTAL	***1216***		

6.3.2 Performance Standards

MEM

A TERMINAL	Max. Points	Deducted Points	Comments
Five Times Daily			
Remove debris/stains/spills carpet and floors	88		
Mop all stains and spills	38		
Clean furniture	50		
Clean drinking fountains	10		
Empty trash cans	50		
Moving walkways/elevators/escalators	125		
Telephone Booths	30		
Three Times Daily			
Vacuum carpet	60		
Clean luggage claim devices	30		
Clean walls	10		
Wipe exterior trash cans	20		
Daily			
Dust mop/scrub/buff floors	45		
Sweep and mop fire stairs	23		
Spot clean windows	13		
Sweep and mop vestibules	15		
Twice Weekly			
Dust	6		
Weekly			
Detail door frames, tracks, mats, and vestibules	4		
Detail clean furniture	4		
Detail walkways/elevators/escalators	11		
Detail trash cans	4		
Detail drinking fountains	2		
Detail luggage claim devices	4		
Detail telephone booths	1		
Monthly			
Dust ceilings	1		
Deep clean carpet	2		
Detail clean fire stairs	5		
Every Two Months			
Detail clean glass	17		
Quarterly			
Strip and wax floors	1		
Detail walls/baseboard	4		
AREA TOTAL	**673**		

6.3.2 Performance Standards

CHS

Excerpt from CHS Janitorial contract:

JANITORIAL INSPECTION

Section 7.05 Evaluation and Janitorial Inspections

A. The AUTHORITY has established a high level of cleanliness as the criteria for measuring the performance of the OPERATOR in carrying out the services to be provided. The AUTHORITY will objectively measurement such performance based on methodic inspections of all areas of the terminal. The results of such inspections shall be the basis for determining the level of performance by the OPERATOR.

B. Inspection Times
1. Routine inspections by the AUTHORITY shall be conducted weekly. Periodic spot inspection may be conducted by the AUTHORITY at its discretion.

2. As a general rule, inspection in the non-public areas of the terminal will be conducted prior to the time such areas are normally in use or as soon after cleaning as is possible. In the event that inspection is made after commencement of normal daily use, due consideration will be given for any apparent messy or unclean conditions obviously resulting from such use.

3. Inspections in public areas may be conducted before periods of heavy public use, as soon as possible after completion of established cleaning schedules, and at intervals between one (1) hour and (2) hours after periods of heavy public use. The public areas must be maintained on a twenty-four (24) hour basis in order to achieve the expected level of cleanliness.

C. Inspection Forms
1. AUTHORITY personnel responsible for conducting said inspections shall use the Janitorial Inspection and Evaluation Forms appended hereto as Exhibit "D".
2. Each inspection form is divided into several categories for observation: floors, fixtures, furniture, walls, etc., and for each category there are four (4) levels of discrepancy, each with a different weighted factor. Evaluation of the area inspected will be the composite "score" of that area at the time of inspection. The composite score applicable to the Concourse Level Public Areas and Public Restrooms will be weighted (x 1.7) for criticality. The weekly performance evaluations will be plotted to track the upward or downward trend of the performance evaluations

D. Performance Evaluation

Each of the weekly evaluations of OPERATOR performance will be made on the following basis:

AVERAGE DEMERITS	*EVALUATION*
0 - 6	*Excellent*
7 – 9.5	*Good*
9.6 or more	*Not Acceptable*

Three (3) or more inspections within any thirty (30) day period in the "not acceptable" range will be grounds for a ten (10%) percent reduction in monies due under the contract. Additional inspections which fall in the "not acceptable" range may be grounds for cancellation of this contract. [Charleston, SC]

6.3.3 Qualifications of Lead Contractor Personnel

MEM

6.3.3 Qualifications of Lead Contractor Personnel

Excerpt from MEM Janitorial contract:

Project Manager

The Project Manager shall be a fulltime employee, assigned exclusively to manage this contract on-site. The Authority shall approve the assignment of the Project Manager and shall have the ability to require the replacement of the Project Manager.

Management on Duty

A lead management employee shall be on duty at all times on Airport property. This individual will be the point of contact for the Authority to address current operational concerns and shall be responsible for all details of the shift operation. At least two (2) hand-held Authority frequency radios, supplied by the Authority, may be used as an aid to communication for quick resolution of janitorial needs. The Respondent will be responsible for any loss or negligent damage to any Authority provided equipment at replacement cost. The lead management employee on duty must be able to be contacted through an Authority furnished handheld radio and a contractor provided communication device (digital pager or cell phone).

Management personnel

Management personnel, including project manager, manager on duty, and relief persons for management personnel shall have at least three (3) years experience in supervision. Supervision experience with a comparable cleaning operation is preferred.

[Memphis-Shelby County Airport Authority]

6.3.4 Terms of Payment

DFW

Excerpt from MWAA Landscaping contract:

As a minimum the Contractor must provide one on-site supervisor to direct all contract personnel and maintenance operations. The on-site supervisor shall have a minimum of five years managing experience in landscape maintenance of similar size facility and quality standards stated in the contract documents.
The on-site supervisor shall be fluent in the English language to effectively communicate with the Contractor's employees and/or subcontractors as well as the COTR and other Authority personnel. The Authority reserves the right to require the Contractor to replace the on-site supervisor who cannot meet this requirement.

PHX

5. If the on-site supervisor is not on site or absent due to illness or other reasons, the Contractor shall provide an alternate supervisor to be on site managing and directing all contract personnel and maintenance operations. The alternate supervisor shall have similar job qualifications to those required for the on-site supervisor. [Metropolitan Washington Airports Authority]

6.3.4 Terms of Payment

6.3.4 Terms of Payment

DFW

Excerpt from Dallas Fort-Worth Standard Contract:

33 TERMS OF PAYMENT

33.1 ***Terms of payment*** *to the successful Bidder* ***will be contingent upon the*** *terms provided in the* ***Contract and based on invoices submitted*** *to and approved by the Vice President of PMM or designee.* ***Invoices shall be fully documented*** *in accordance with the specifications.*

33.2 Payment may be delayed on invoices not listing the Contract number. Invoices shall be priced per unit prices as awarded unless Contractor invoices at a discounted unit price. If Contractor invoices for less than the contracted unit price, the Board has the right to accept invoice and pay the discounted price as full satisfaction of compensation due the Contractor.

33.3 ***Invoices will be paid following delivery*** *and acceptance unless special arrangements are made through the Vice President of PMM for partial payment or progress payments. ….*

33.4 Upon payment by the Board, ***Contractor shall pay each subcontractor*** *the appropriate share of the payment no later than the tenth (10th) calendar day after the day on which the Contractor receives payment from the Board.*

….

6.3.4 Terms of Payment

PHX

Excerpt from Phoenix Wildlife Management Services:

The total ***amount to be remitted by the City to Consultant*** *for all Services satisfactorily performed under this Contract* ***shall not exceed _____ Dollars ($_____) including*** *reasonable and necessary travel* ***expenses****, if approved in advance by the City and included in the Fee Schedule (****Exhibit B****). Under this Contract,* ***City will pay for services at the rate(s) specified in the Fee Schedule, with no additional charges*** *for overhead, benefits, local travel or administrative support.* ***Payments shall be made in proportion to the services performed*** *and no more than ninety percent (90%) of the total contract price shall be paid before the work is totally completed and accepted by the Aviation Department.*

For agreements between the airport and other departments of the same jurisdiction, the airport may place more emphasis on assuring that it remains in compliance with Federal Aviation Administration requirements on revenue diversion than on the provisions associated with commercial relationships. The below excerpt provides a sample Memorandum of Understanding reflecting this emphasis.

6.3.5 Insurance

DFW

6.3.5 Insurance

Excerpt from Insurance DFW Contract Template:

5. INSURANCE PROVISIONS

5.1 DEFINITIONS FOR INSURANCE PROVISIONS

- *"We", "us", or "our" means the Dallas/Fort Worth International Airport Board.*
- *"You" or "your" means the vendor, contractor, tenant, consultant, engineer, architect, and their agents, servants, employees, or other party to a contract with us.*
- *"Contract" means the contract, purchase order, Invitation for Bid, or similar memorandum or agreement.*
- *For purpose of defining Additional Insured and Waiver of Subrogation, the term "Dallas Fort Worth International Airport Board (the Board) and the Cities of Dallas and Fort Worth,*

6.3.5 Insurance

DFW

Texas" (the Cities) shall also mean the elected officials, boards, officers, employees, agents and representatives of the Board and the Cities.

5.2 GENERAL REQUIREMENTS

5.2.1 You shall, at your own expense, maintain in effect not less than the following coverages and limits of insurance, which you shall maintain with insurers, policy forms and deductibles satisfactory to us. If your coverage fails to comply with these requirements, you agree to amend, supplement or endorse the existing coverage to comply, at no additional cost to us, and to maintain such insurance through the end of the contract, warranty period, or other specified time period, whichever is longer. ANY deviation from the requirements outlined below requires the prior written approval of the Board's Assistant Vice President of Risk Management.

5.2.2 All policies must be written through a licensed company authorized by the Texas State Board of Insurance to transact that class of insurance business in the State of Texas, with a minimum rating of 'A -',and 'VII' by A. M. Best Company. If the rating of any insurer should fall below this standard, you shall cause the policy to be replaced promptly by an acceptable insurer.

5.2.3 All policies shall designate the below mentioned parties as "Additional Insureds," either by a 'blanket additional insured' endorsement, or by specific endorsement:

"Dallas Fort Worth International Airport Board and the Cities of Dallas and Fort Worth, Texas"

5.2.4 All policies shall waive the insurer's right of recovery or subrogation against the Board and the Cities.

5.2.5. If any policy is in excess of a deductible or self-insured retention (SIR), the amount of such deductible or SIR must be clearly identified, and may not exceed one (1%) percent of your net worth. We reserve the right to reject any deductible or SIR, or require you to provide a bond at no additional cost to the Board.

5.2.6 All policies must be primary with respect to coverage provided for the Board.

5.2.7 All policies must be non-contributory with other coverage or self-insurance available to the Board.

5.3 REQUIRED COVERAGE AND LIMITS

5.3.1 Workers' Compensation- Statutory Coverage
Employer's Liability Insurance- $500,000 Each Accident

$500,000 Each Disease, Each Employee
$500,000 Each Disease Policy Limit

6.3.5 Insurance

DFW

5.3.1.1 All employees, leased or co-employees, independent contractors, and employees of subcontractors and vendors, occupants of the building as tenants, sub-tenants or sub sub-tenants, performing work for the Board, or entering upon the Board's premises, must be covered by Workers Compensation.

5.3.1.2 If Contractor is a sole proprietorship without employees and which will not be using any subcontractor(s) in the performance of the Contract Work, it may substitute the following for workers compensation insurance: The Contractor must provide the Board's Risk Management Department (Risk Management) with proof of medical insurance covering the sole proprietor and, as sole proprietor, must sign and provide to Risk Management a Hold Harmless and Indemnification Agreement in the form attached hereto as Exhibit B.

5.3.2 Commercial General Liability (CGL)
Limit Any One Occurrence $ 1,000,000
Damage to Rented Premises $100,000
Personal and Advertising Injury $1,000,000
Policy Aggregate (per location or per project) $2,000,000
Products and Completed Operations Aggregate $2,000,000

5.3.2.1 CGL coverage applies <u>unless</u> you provide only trucking, (no premises or operations other than driving, loading/unloading), or garage operations, (see below).

5.3.2.2 All Liability policies, except Pollution & Professional, must be written on an "Occurrence Form." Neither "Modified Occurrence" nor "Claims-Made" policies are acceptable, and the Contractor will be in contractual default if your insurance is "Modified Occurrence" or "Claims Made." If the Pollution or Professional Liability policy is Claims-Made, the Retroactive Date must be on or before the contract date or the date of the Contractor's first professional service to the Board, your first exposure to pollutants, or first work that may give rise to a pollution liability claim, related to our contract.

5.3.2.3 Aggregate limits of all Liability policies shall be "per project" or "per location," as appropriate. If any aggregate limit is reduced by 25% or more by reserved and/or paid claims, the contractor must notify the Board and promptly reinstate the required aggregates.

5.3.2.4 All Liability policies must provide unlimited defense costs in excess of policy limits.

6.3.5 Insurance

DFW

5.3.2.5. All liability policies shall name the Board and the Cities (as defined above) as "Additional Insureds," including coverage for Products/Completed Operations.

5.3.2.6 All liability shall include Broad Form Contractual Liability covering the indemnification provisions of our contract.

5.3.2.7 All liability policies shall cover loss caused by the contractor's subcontractors, independent contractors, suppliers or other parties providing goods or services in connection with our contract.

5.3.2.8 All liability policies must contain a "severability of interests" provision.

5.3.2.9 All liability policies must cover cross-suits between insureds.

5.3.2.10 If the contractor's operations involve excavation, grading, filling, backfilling, road or similar construction, no Liability policy may contain exclusions for subsidence or earth movement.

5.3.2.11 If the contractor's operations involve any construction, no liability policy shall contain exclusions for hazards of explosion ("X"), collapse ("C") or underground ("U").

5.3.2.12 If the contractor's operations involve any construction, reconstruction, repair or similar work, no liability policy may contain any exclusion for such work.

5.3.3 Business Automobile Liability
Combined Single Limit for Each Accident $500,000

5.3.3.1 Coverage must apply to all vehicles (owned, non-owned, or hired) operating on our site/location, or transporting our people or property off our site, except vehicles operated by you or your employee(s) commuting in personal vehicles to our parking facilities, in which case you must only carry Employer's Non-Ownership coverage, (same limit), and ensure that such vehicle(s) are personally insured.

5.3.3.2 Auto pollution liability coverage is required on vehicles hauling hazardous cargo.

5.3.3.3 If your operations are solely a garage (vehicle maintenance and repair), you must carry Garage Liability, instead of Business Auto Liability, but the Garage Liability must not be limited to auto liability only, and the same limit applies.

5.4 ADDITIONAL COVERAGE AND LIMITS

5.4.1 Excess / Umbrella Liability

6.3.5 Insurance

DFW

Air Operations Area (within air operations area)$10,000,000
Secure/Sterile Side Operations (outside air operations area)$5,000,000

5.4.1.1 Coverage must apply in excess of all required primary Liability insurance, and must be at least as broad as the underlying Liability insurance.

5.4.1.2 This coverage limit may be satisfied by adding the amounts of CGL and Excess/Umbrella Liability to arrive at a total of $5,000,000 / $10,000,000. The same would be applicable for Business Auto Liability and Excess/Umbrella Liability to arrive at a total of $5,000,000 / $10,000,000.

5.4.2 Professional Liability Insurance $1,000,000

5.4.2.1 Your policy must cover the type of professional service you will provide in fulfilling your contract with the Board.

5.4.2.2 If the Professional Liability policy is Claims-Made, the Retroactive Date must be on or before the contract date or the date of the contractor's first professional service to the Board.

5.4.3 Pollution Liability Insurance $1,000,000

5.4.3.1 If you have any exposure to asbestos, lead, mold, (including any work which could, if not performed properly, lead to mold or fungal contamination), petroleum products, contaminated soils, or other pollutants, you shall provide appropriate Pollution Liability or Environmental Impairment insurance.

5.4.3.2 If the Pollution Liability policy is Claims-Made, the Retroactive Date must be on or before the contract date or the date of the contractor's first exposure to pollutants, or first work that may give rise to a pollution liability claim, related to our contract.

5.5 ADDITIONAL REQUIREMENTS

5.5.1 If you are a crane/rigging operator or will hoist or move property of others in connection with our contract, you must have 'care, custody & control' exclusion deleted from your Commercial General Liability policy, or provide Rigger's Liability coverage at least equal to the highest replacement cost of materials to be hoisted or moved.

5.5.2 If your vehicles carry materials belonging to others in connection with our contract, you must carry Cargo Liability coverage, at least equal to the highest value of property to be carried on a single vehicle, with terminal coverage at least equal to the highest value of property at one terminal, owned or controlled by you.

6.3.5 Insurance

DFW

5.5.3 If you will store, warehouse, or otherwise have custody of property belonging to others in connection with our contract, you must have Warehousemen's Liability, Bailee's Customers' Goods, Garage-Keeper's Legal Liability or equivalent coverage at least equal to the highest value of property in your custody.

5.5.4 If our contract calls for you to construct a structure, you must purchase and maintain "All-Risk" Builders Risk insurance for the full completed value of the structure and contents, including all changes and sufficient limit to fund full and immediate reconstruction under adverse conditions. This policy shall cover our interests as Loss Payee, so any loss will be adjusted with and made payable to us as trustee for all insureds as their interest may appear.

5.5.5 If you transport materials, equipment, machinery or furnishings to, or store such property on, our construction site, you must carry an "All-Risk" Installation Floater with coverage at least equal to the greatest concentration of value, (including the cost of transit, installation labor and testing).

5.5.6 If you use rented equipment or tools on our job site or premises, you must carry Rented Equipment coverage sufficient to repair or replace damaged equipment.

5.5.7 If you sell or serve alcohol or alcoholic beverages, you must carry $3,000,000 Liquor Legal Liability, not limited to 'host liquor' coverage.

5.5.8 If your work involves administration of Airport Funds, you must furnish a Third Party Fidelity Bond which must remain in effect for the term of the contract, as modified and/or extended. The Board shall be named as "Loss Payee".

5.5.9 Should this Contract require the use of Subcontractors, it will be the sole responsibility of the General Contractor to either require Subcontractors to provide and maintain the insurance limits and coverages required herein or provide said insurance coverage for the subcontractor by designating the Subcontractor as an additional insured either by a blanket additional insured endorsement, or by specific endorsement.

5.5.9.1 The General Contractor shall verify that such Subcontractors are in compliance with all contractual insurance requirements.

5.5.9.2 The General Contractor shall assume all liability for those Subcontractors who do not meet the insurance requirements.

5.5.9.3 Access to the Air Operations Area will not be granted without verification of insurance coverage as required.

5.6 CERTIFICATION OF INSURANCE

6.3.5 Insurance

DFW

5.6.1 Upon execution of the contract or prior to commencement of work, whichever is first, you shall have your insurance agent(s), broker(s), or Insurer(s) enter your policy information into www.Ins-Cert.com , and link your policy data to us. You shall cause your insurance data to be kept current on Ins-Cert.com for the period of time you are liable for your product or work, but not less than the warranty period of our contract. You further agree to cause your insurance agent(s), broker(s) or Insurer(s) to properly register, use and pay the fees for using Ins-Cert.com, (your agent will be charged $3 to enter your policy data, and 25¢ when we verify your coverage on-line, which is less than the cost of issuing certificates, so there should be no effect on your cost of insurance or service).

5.6.2 Paper, faxed or e-mailed insurance certificates are NOT acceptable.

5.6.3 You shall cause your insurance agent, broker or insurer to enter any restrictive or exclusionary provisions or endorsements that may affect you, us, and those required to be named as Additional Insureds, into "Special Exclusions" in Ins-Cert.com.

5.6.4 You further agree, upon our oral or written request, to furnish copies of your policies, certified by an authorized representative of the insurer(s), within ten (10) days of request.

5.6.5 All of your insurance policies shall contain a provision that written notice shall be given to the Board's Risk Management department, at least thirty (30) days prior to cancellation, except ten (10) days for non-payment of premium. In the event that you are notified that an insurer intends to terminate or non-renew a policy or reduce coverage below our requirements, you shall arrange acceptable alternate coverage to comply with our requirements and cause replacement coverage data to be obtained. In addition you shall cause your agent, broker or insurer to enter a cancellation date into Ins-Cert.com, as soon as the effective date is known to the agency, brokerage or insurer, (if insurer enters data).

5.6.6 Upon execution of the contract or prior to commencement of work, whichever is first, you shall have your insurance agent(s), broker(s), or Insurer(s) enter your policy information into www.Ins-Cert.com , and link your policy data to us. You shall cause your insurance data to be kept current on Ins-Cert.com for the period of time you are liable for your product or work, but not less that through the warranty period of our contract.

5.6.7 No policy submitted shall be subject to limitations, conditions or restrictions that are inconsistent with the intent of the Insurance Requirements to be fulfilled by you. The Board's decision thereon shall be final.

5.6.8 Approval, disapproval or failure to act by the Board regarding any insurance obtained by you shall not relieve you of full responsibility or

liability for damages and accidents as set forth herein. Neither shall the bankruptcy, insolvency or denial of liability by the insurance company exonerate you from liability.

6.3.5 Insurance

DFW

5.6.9 No special payment, except when separate line item is provided, shall be made by the Board for any insurance that the Contractor may be required to carry; all are included in the Contract amount and the Contract unit prices.

[Dallas-Fort Worth]

6.3.6 Indemnification

6.3.6. INDEMNIFICATION

MEM

Excerpt from Memphis-Shelby County Airport Authority Security Guard Services Indemnification:

6. Indemnification

Company shall hold harmless, indemnify, and defend the Authority and any of its Commissioners, officers, employees, or agents from and against all claims, suits, damages, liabilities, judgments, penalties, losses, costs, and expenses, including but not limited to all reasonable costs for investigation and defense thereof and including attorneys' fees, court costs, consultants and expert fees arising out of the performance of this Contract or by reason of the injury or death of any person or damage to any property, caused in whole or in part by the negligent acts, errors or omissions of the Company, its employees, agents, or subcontractors, or by others for whom Company is liable. Company's obligations under this section with respect to indemnification shall not be limited to the coverage and limits of insurance that Company is required to procure and maintain under this Contract. Company is not obligated under this section to indemnify the Authority for injuries or damages caused solely by the negligence of the Authority or any of its Commissioners, officers, employees, or agents. The provisions of this section shall survive the expiration or earlier termination of the Contract.

DFW

Excerpt from Dallas-Fort Worth Contract Template:

17. INDEMNIFICATION AND HOLD HARMLESS

17.1 CONTRACTOR COVENANTS AND AGREES TO FULLY INDEMNIFY AND HOLD HARMLESS, THE DALLAS/FORT WORTH INTERNATIONAL AIRPORT BOARD AND CITIES OF DALLAS AND FORT WORTH AND THE ELECTED OFFICIALS, EMPLOYEES, OFFICERS, DIRECTORS, VOLUNTEERS AND REPRESENTATIVES OF THE DALLAS/FORT WORTH INTERNATIONAL AIRPORT BOARD AND CITIES OF DALLAS AND FORT WORTH, INDIVIDUALLY OR

6.3.6 Indemnification

DFW

COLLECTIVELY, FROM AND AGAINST ANY AND ALL COSTS, CLAIMS, LIENS, DAMAGES, LOSSES, EXPENSES, FEES, INCLUDING WITHOUT LIMITATION ATTORNEY'S FEES, FINES, PENALTIES, PROCEEDINGS, ACTIONS, DEMANDS, CAUSES OF ACTION, LIABILITY AND SUITS OF ANY KIND AND NATURE, INCLUDING BUT NOT LIMITED TO, PERSONAL OR BODILY INJURY, DEATH AND PROPERTY DAMAGE, MADE UPON THE DALLAS/FORT WORTH INTERNATIONAL AIRPORT BOARD AND CITIES OF DALLAS AND FORT WORTH DIRECTLY OR INDIRECTLY ARISING OUT OF, RESULTING FROM OR RELATED TO CONTRACTOR'S ACTIVITIES UNDER THIS CONTRACT, INCLUDING ANY ACTS OR OMISSIONS OF CONTRACTOR, ANY AGENT, OFFICER, DIRECTOR, REPRESENTATIVE, EMPLOYEE, CONTRACTOR OR SUBCONTRACTOR OF CONTRACTOR, AND THEIR RESPECTIVE OFFICERS, AGENTS, EMPLOYEES, DIRECTORS AND REPRESENTATIVES WHILE IN THE EXERCISE OF PERFORMANCE OF THE RIGHTS OR DUTIES UNDER THIS CONTRACT. THE INDEMNITY PROVIDED FOR IN THIS PARAGRAPH SHALL NOT APPLY TO ANY LIABILITY RESULTING FROM THE NEGLIGENCE OF DALLAS/FORT WORTH INTERNATIONAL AIRPORT BOARD AND CITIES OF DALLAS AND FORT WORTH, ITS OFFICERS OR EMPLOYEES, IN INSTANCES WHERE SUCH NEGLIGENCE CAUSES PERSONAL OR BODILY INJURY, DEATH, OR PROPERTY DAMAGE. IN THE EVENT CONTRACTOR AND DALLAS/FORT WORTH INTERNATIONAL AIRPORT BOARD AND CITIES OF DALLAS AND FORT WORTH ARE FOUND JOINTLY LIABLE BY A COURT OF COMPETENT JURISDICTION, LIABILITY SHALL BE APPORTIONED COMPARATIVELY IN ACCORDANCE WITH THE LAWS OF THE STATE OF TEXAS, WITHOUT, HOWEVER, WAIVING ANY GOVERNMENTAL IMMUNITY AVAILABLE TO THE DALLAS/FORT WORTH INTERNATIONAL AIRPORT BOARD AND CITIES OF DALLAS AND FORT WORTH UNDER TEXAS LAW AND WITHOUT WAIVING ANY DEFENSES OF THE PARTIES UNDER TEXAS LAW.

17.2 THE PROVISIONS OF THIS INDEMNIFICATION ARE SOLELY FOR THE BENEFIT OF THE PARTIES HERETO AND NOT INTENDED TO CREATE OR GRANT ANY RIGHTS, CONTRACTUAL OR OTHERWISE, TO ANY OTHER PERSON OR ENTITY.

17.3 CONTRACTOR SHALL PROMPTLY ADVISE THE DALLAS/FORT WORTH INTERNATIONAL AIRPORT BOARD AND CITIES OF DALLAS AND FORT WORTH IN WRITING OF ANY CLAIM OR DEMAND AGAINST THE DALLAS/FORT WORTH INTERNATIONAL AIRPORT BOARD AND CITIES OF DALLAS AND FORT WORTH OR CONTRACTOR KNOWN TO CONTRACTOR RELATED TO OR ARISING OUT OF CONTRACTOR'S ACTIVITIES UNDER THIS CONTRACT

6.3.7 Handling and Disposal of Hazardous Material

6.3.7 Handling and Disposal of Hazardous Material

Excerpt from CHS, Janitorial contract:

CHS

Pollution Control
OPERATOR, its officers, agents, servants, employees, invitees, independent contractors, successors or assigns shall not discharge or place any industrial waste or other foreign material into any component of the storm drainage system or onto any paved or unpaved area within the boundaries of the Airport without first neutralizing or treating same as required by applicable anti-pollution laws or ordinances, and in a manner satisfactory to AUTHORITY, the Environmental Protection Agency, the Department of Health and Environmental Control, and other public bodies, federal, state, or local, having jurisdiction over, or responsibility for prevention of pollution of canals, streams, rivers, and other bodies of water. OPERATOR'S introduction of objectionable waste into any component of AUTHORITY'S sanitary or storm drainage system may, if not remedied by OPERATOR with all due dispatch, at the sole discretion of AUTHORITY, be deemed a default and cause for cancellation of this Agreement by AUTHORITY, any other provision of this Agreement to the contrary notwithstanding, and such cancellation shall not relieve OPERATOR of or from liability for such introduction. [Charleston]

DFW

Excerpt from Dallas-Fort Worth Airport Operating contract standard provisions:

ENVIRONMENTAL AND SAFETY PROVISIONS

1.1 ENVIRONMENTAL DEFINITIONS

1.1.1 BEST MANAGEMENT PRACTICE (BMP). Shall mean schedules of activities, prohibition of practices, maintenance procedures, and other management practices to prevent or reduce the pollution of waters of the United States. BMPs also include treatment requirements, operating procedures, and practices to control site runoff, spillage or leaks, sludge or waste disposal, or drainage from raw material storage.

1.1.2 ENVIRONMENTAL IMPACT CLAIM. Shall mean any claim, suit, judgment, penalty, fine, loss, administrative proceeding, request for information, citation, notice, request, inquiry, or expense (including but not limited to any costs of investigation, study, cleanup, removal, response, remediation, transportation, disposal, restoration, monitoring, consultant's fees, contractor's fees, and attorney's fees) which arises out of, is related to, alleges, or is based on the presence, transportation, handling, treatment, storage, or actual or

6.3.7 Handling and Disposal of Hazardous Material

DFW

threatened Release, dispersal, disposal, escape, or migration of any Hazardous Material, Process Water, or Solid Waste, or any other chemical, material, irritant, pollutant, contaminant, regulated substance, or toxic substance (including but not limited to gasoline, diesel fuel, petroleum hydrocarbons, and any by-product or derivative thereof), whether solid, liquid, or gaseous in nature.

1.1.3 ENVIRONMENTAL LAWS. Shall mean all present and future federal, state, and local laws relating to protection of the environment, public health, and welfare, or safety, including, without limitation, all statutes, regulations, ordinances, permits, Best Management Practices, codes, orders, governmental requirements related to discharge of Process Water or other pollutants into the environment, waters of the United States, and/or waters of the State of Texas; and protection of areas of particular environmental concern, including, for example, wetlands, areas inhabited by endangered species, and historic sites.

1.1.4 HAZARDOUS MATERIAL. Shall mean any substance:

1.1.4.1. the presence of which requires investigation or remediation under any federal, state or local statute, regulation, ordinance, order, action, policy or common law; or

1.1.4.2. which is or becomes defined as a hazardous waste, hazardous substance, pollutant or contaminant under any federal, state, or local statute, regulation, rule or ordinance or amendments thereto including, without limitation, the Comprehensive Environmental Response, Compensation and Liability Act, the Resource Conservation and Recovery Act, the Texas Water Code and/or the Texas Health and Safety Code; or

1.1.4.3. the presence of which on the Airport causes or threatens to cause a nuisance upon the Airport or to adjacent properties or poses or threatens to pose a hazard to the health or safety of persons on or about the Airport; or

1.1.4.4. without limitation, which contains gasoline, diesel fuel, other petroleum hydrocarbons, natural gas liquids, polychlorinated biphenyls (PCBs), asbestos, lead paint, or urea formaldehyde foam insulation.

1.1.5 PROCESS WATER. Means any water, which, during manufacturing or processing, comes into direct contact with, or results from the production or use of any raw material, intermediate product, finished product, byproduct or waste product.

1.1.6 RELEASE. Means any depositing, spilling, leaking, pumping, pouring, emitting, emptying, discharging, injecting, escaping, leaching, dumping, or disposing into the environment or threat of release such that a release may enter the environment; and

1.1.7 SAFETY LAWS. Means any applicable law, regulation, standard, or order of any governmental agency relating to worker safety.

1.1.8 SOLID WASTE. Shall have the same meaning as in the Resource Conservation and Recovery Act, the Texas Health and Safety Code, and the Texas Solid Waste Disposal Act, and shall

6.3.7 Handling and Disposal of Hazardous Material

DFW

include sewage.

1.2 CONTRACTOR REQUIREMENTS

1.2.1 Contractor will obtain, maintain, and have readily available for examination at all times during the term of this Contract, all licenses, permits, exemptions, registrations and other authorizations and provide any notices not obtained or provided by the Board pursuant to this Contract which is required under Environmental Laws for conducting the Work and Contractor's operations at the Airport.

1.2.2 Contractor shall comply and shall cause all its employees, agents, sub-contractors, and other third parties under Contractor's control to comply, and shall include in all subcontracts a provision requiring the sub-contractor to comply and all employees or other third parties under sub-contractor's control to comply with all Environmental Laws. Not by way of limitation, but as emphasis only, Contractor represents, warrants, and covenants that:

1.2.3 Paints and coatings will comply with 30 Texas Administrative Code Section 115.421 (2000), and any amendments or successor thereto.

1.2.4 Work involving the use of cut-back asphalt will comply with the 30 Texas Administrative Code Section 115.512 (2000), and any amendments or successor thereto. Cut-back asphalt is defined as any asphaltic cement that has been liquefied by blending with petroleum solvents (diluents).

1.2.5 Contractor shall comply and shall cause its employees, agents, sub-contractors, and other third parties under Contractor's control to comply with all Board's policies, rules, regulations, and permits, and to conduct the Work consistent with the Board's commitments under the State Implementation Plan and the National Environmental Policy Act.

1.2.6 Contractor shall not cause, contribute to, or permit any Release of any Hazardous Materials, Solid Waste, or Process Water by Contractor or its employees, agents, sub-contractors, or other third parties under Contractor's control into the environment or cause, contribute to, or permit any violation of any Environmental Law.

1.2.7 Contractor shall dispose of and cause its employees, agents, sub-contractors, or any other third party under Contractor's control to dispose of any Solid Waste or Hazardous Materials generated or located at the Airport in compliance with Environmental Laws, and, if not sooner required by Environmental Laws or this Contract, at the termination of this Contract shall remove and dispose of all Solid Wastes and Hazardous Materials not incorporated into the work in accordance with this Contract at its sole expense in a lawful and timely manner.

1.2.8 Contractor shall advise the Board immediately of any potential or actual non-compliance with any Environmental Law or Safety Law on Airport property by any person.

1.2.9 Contractor shall, immediately upon receipt, provide the Board with copies of any notice or other document issued to Contractor or its sub-contractors alleging non-compliance or investigating potential non-compliance with any Environmental Law or Safety Law at the Airport.

1.2.10 Spills, leaks, or releases of Hazardous Material shall be reported immediately to the Board's Environmental Affairs Department.

6.3.7 Handling and Disposal of Hazardous Material

DFW

1.2.11 Contractor shall comply with Board's Spill Reporting Policy, Clean Air Policy, and other applicable environmental policies.

1.2.12 From time to time, and in the Board's sole discretion, Board representatives may conduct an inspection, assessment, and/or regulatory compliance audit of the Work and/or Contractor's operations, including operations of Contractor's employees, agents, sub-contractors, or any other third party under Contractor's control. The Board may perform testing as needed and may conduct interviews of Contractor or its sub-contractors. Contractor will cooperate and will cause its employees, agents, sub-contractors, or any other third party under Contractor's control to fully cooperate in such inspection, assessment, or audit. Contractor remains solely responsible for its environmental compliance, notwithstanding any Board inspection, audit, or assessment.

1.2.13 If Board property or other real property or tangible personal property located at the Airport are contaminated or otherwise damaged or injured by any Solid Waste or Hazardous Materials released by Contractor or its employees, agents, sub-contractor, or any other third party under Contractor's control, Contractor agrees to promptly undertake remediation of such contamination or damage to background levels, if established, or to other levels or standards acceptable to the Board, and to restore the affected property to its condition prior to such contamination or damage in all material respects. If Contractor does not promptly and fully remediate and restore the affected property, the Board may, but is not required to, perform the remediation and restoration, and Contractor shall reimburse the Board for all costs associated with such contamination, remediation, and restoration, including but not limited to consultants' fees, contractor's fees, penalties, attorneys' fees, and costs of investigation and remediation, within twenty (20) days after the Board delivers notice to Contractor of such costs.

1.2.14 Failure by Contractor or its subcontractors to comply with any Environmental Provision shall be considered a default for which the Board may exercise its remedies in accordance with the terms of this Contract.

1.3 ASBESTOS-CONTAINING MATERIALS

1.3.1 It is the policy of the D/FW Airport Board that all architects, engineers, consultants, general contractors, subcontractors, distributors, suppliers, and others receiving proceeds from this Contract be bound by the Board's philosophy toward the use of asbestos within the boundaries of the D/FW Airport. Towards this end, Contractor covenants and agrees that it shall not use or install products containing asbestos in any form as part of this Contract or subsequent addendum or Change Order. If requested to do so by the Board, Contractor shall submit letters of certification or MSDS from manufacturers of sealants, adhesives, gasket material, piping, curing materials, and other materials to be used at the Airport that their products are free of asbestos.

1.3.2 This provision applies to all materials and/or products placed in service within the boundaries of D/FW Airport under conditions and terms of this Contract. Contractor accepts and assumes all responsibility and liability for asbestos-containing products and/or materials installed, used,

6.3.7 Handling and Disposal of Hazardous Material

DFW

or provided in performance of the Work. In addition, the Contractor accepts and assumes responsibility and liability for all expenses related to the removal, replacement and reparation of asbestos containing materials put in place under terms of this Contract. The Contractor also certifies that a non-asbestos containing material or product of similar kind and quality will be substituted with the approval of the Board.

1.3.3 Even if asbestos abatement is not included in the scope of work for this Contract, should non-compliance of drawings, notations, and specifications within the asbestos prohibition contained herein be discovered by or on behalf of Contractor, the Contractor must promptly notify Board representatives in writing of the non-compliant notation or specification.

1.3.4 This provision reflects the mandate of the Board to promote the health, safety, and welfare of the general public and to establish a standard for response to asbestos within the limits of Airport authority. Contractor shall comply with all Environmental and Safety Laws relating to asbestos-containing materials.

1.3.5 This provision supersedes and replaces all other references, specifications, and notations relating to asbestos-containing materials, which may appear in this Contract.

1.4 ENVIRONMENTAL INDEMNITY

NOTWITHSTANDING ANY OTHER PROVISION TO THE CONTRARY, CONTRACTOR AGREES TO INDEMNIFY, DEFEND, AND HOLD HARMLESS THE BOARD, THE CITIES OF DALLAS AND FORT WORTH, TEXAS, AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, AGENTS AND COUNCILS FROM AND AGAINST, AND TO REIMBURSE SAME WITH RESPECT TO, ANY AND ALL CLAIMS, DEMANDS, PENALTIES, SUITS, ACTIONS, LOSS, DAMAGES, LIABILITIES, COSTS, AND EXPENSES (INCLUDING BUT NOT LIMITED TO REASONABLE ATTORNEYS' FEES, LITIGATION COSTS, EXPERT WITNESS FEES, AND EXPENSES OF INVESTIGATION AND REMEDIATION) OF ANY AND EVERY KIND OR CHARACTER, KNOWN OR UNKNOWN, FIXED OR CONTINGENT, ASSERTED AGAINST OR INCURRED BY SUCH PARTIES AT ANY TIME BY REASON OF, IN CONNECTION WITH, OR ARISING OUT OF (A) THE BREACH OF ANY REPRESENTATION OR WARRANTY SET FORTH IN THIS SECTION BY CONTRACTOR OR ANY EMPLOYEES, AGENTS, SUB-CONTRACTORS, OR ANY OTHER THIRD PARTY UNDER CONTRACTOR'S CONTROL, (B) THE FAILURE OF CONTRACTOR TO PERFORM ANY OBLIGATION REQUIRED BY THIS SECTION TO BE PERFORMED BY CONTRACTOR, OR (C) LOSS FROM ANY ENVIRONMENTAL IMPACT CLAIM, AS DEFINED HEREIN, CAUSED IN WHOLE OR IN PART BY OR ARISING IN WHOLE OR IN PART FROM THE ACTS OR OMISSIONS OF CONTRACTOR OR ITS EMPLOYEES, AGENTS, SUB-CONTRACTORS, OR ANY OTHER THIRD PARTY UNDER CONTRACTOR'S CONTROL; OR (D) THE VIOLATION BY CONTRACTOR OR ITS EMPLOYEES, AGENTS, SUB-CONTRACTORS, OR ANY OTHER THIRD PARTY UNDER CONTRACTOR'S CONTROL OF ANY BOARD

ENVIRONMENTAL RULE OR REGULATION, BOARD PERMIT, BOARD POLICY, OR ANY ENVIRONMENTAL LAW.

6.3.7 Handling and Disposal of Hazardous Material

DFW

1.5 SAFETY PROVISIONS
The Contractor covenants and agrees:

1.5.1 That it shall not cause or permit any hazardous chemical (as defined in 29 C.F.R. 1910.1200) to be brought upon the Airport without the prior written consent of BOARD. Consent may be given via the Board's submittal process as long as all such materials are outlined on the submittal.

1.5.2 That it shall make available to Board a Material Safety Data Sheet (MSDS) for each Hazardous Material or hazardous chemical Contractor or its sub-contractors, employees, or agents five (5) days prior to delivery of material onto the Airport.

1.5.3 That its operations shall at all times remain in compliance with:

a) Board's written policies and requirements governing the identification and use of hazardous chemicals; and

b) All Safety Laws.

1.5.4 That it shall advise the Board immediately of any potential or actual non-compliance by any person with any Safety Law on Airport property.

1.5.5 That it shall immediately upon receipt, provide the Board with copies of any notice or other document issued to Contractor, its sub-contractors, or agents alleging non-compliance or investigating any potential non-compliance with any Safety Law at the Airport.

1.5.6 Neither the requirements of this clause nor any act or failure to act by the Board shall relieve the Contractor of responsibility or liability for the safety of the general public or Board, tenant, contractor, or subcontractor personnel or property

1.6 SURVIVAL
The provisions of this Section, including the representations, warranties, covenants and indemnities of Contractor, shall expressly survive expiration or termination of this Contract.

6 .3.8 Training

MEM

6.3.8 Training

Excerpt from MEM Security guard contract:

4.2 Instruction and Training

The Respondent will conduct training in accordance with Tennessee Code Annotated (TCA) Section 62-35-101 (078-5-2-.09). The Respondent will furnish the Authority with a copy of the Instructor's Certificate issued by the State of Tennessee and a copy of the training record of each guard assigned duty on the Airport. In accordance with the Tennessee Code Annotated Section 62-35-129(B), all guards must have in their possession at all times, while on duty, a state

6.3.8 Training

MEM

registration card or a copy of the application to the State for said registration card. In addition, the Authority will conduct a minimum sixteen (16) hour specialized training course for all guards working Airport Perimeter Security posts as outlined below:

a. Basic Concepts of Airport Security
b. Airport Security Procedures
c. Proper completion of all forms and reports used in the operation such as Guard's Daily Report, ID Control Logs, and any other forms supplied by the Authority.
d. Techniques of Patrol
e. Post Duties
f. Emergency Procedures
g. Ingress and Egress Control
h. Personal Identification
i. Vehicle Identification
j. Vendor and Visitor Control
k. Use of Communication Equipment
l. Telephone
m. 2-Way Radio
n. Motorized Equipment (as required)
o. Operation on Aircraft Operating Area
p. Motor Vehicle Operating rules and regulations
q. Airport Layout - tenant and building location

All employees shall be required to undergo periodic or additional in-service training to ensure ability to perform satisfactorily. All training shall be done only after the employee has successfully been badged by the Airport Identification Office.

Ten (10) days prior to the specialized training, the Respondent will submit to the Airport Police Training Coordinator a list of persons being employed to perform duties under this Contract. This list shall include the name, date of birth, and social security number of each applicant. The Airport Identification Office shall conduct a records check, to the extent allowable by law, and reserves the right to exclude unsuitable applicants from being assigned to training and to work under this Contract. An authorization must be received from the Authority prior to assignment of any employee to the required sixteen (16) hour training course provided by the Authority.